



20 May 2026  
EMA/112376/2026

## Records of data processing activity regarding EMA Account Management System (public)

1.	Last update of this record, version number:	20 May 2025, version no 3
2.	Reference number:	AFINS-001
3.	Name and contact details of controller:	European Medicines Agency Internally: Head of Information Security Contact: datacontroller.informationsecurity@ema.europa.eu
4.	Name and contact details of DPO:	dataprotection@ema.europa.eu
5.	Name and contact details of joint controller (where applicable)	Not Applicable
6.	Name and contact details of processor (where applicable)	NTT Data Belgique SRL Société responsabilité limitée/Besloten Vennootschap met Beperkte Aansprakelijkheid Rue de Spa 8, 1000 Brussels, Belgium  Adinsec BV (Commercial name Grabowsky) Gemeenteplein 13, 1730 Asse, Belgium  Axianseu Digital Solutions S.A. (two sub-contractors both based in the EEA)

**Official address** Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

**Address for visits and deliveries** Refer to [www.ema.europa.eu/how-to-find-us](http://www.ema.europa.eu/how-to-find-us)

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7.	Purpose of the processing	<p>The purpose of this data processing activity is the verification of users' accounts in the context of performing Agency related tasks and activities, including:</p> <ul style="list-style-type: none"> <li>• Providing access to other systems operated by EMA, such as:  Clinical Trials Information System (CTIS), Union Product Database (UPD) , Product Lifecycle Management (PLM) Portal, European Shortages Monitoring Platform (ESMP), Eudralink, EudraCT Secure, Service Desk Portal, European union telematics controlled terms (EUTCT), EudraVigilance, EudraVigilance data analysis system (EVDAS), EudraPORTAL, European pharmacovigilance issues tracking tool (EPITT) or periodic safety update repository (PSUR repository), Substance, Product, Organisation And Referential (SPOR) portal, IRIS   Regulatory &amp; Scientific Information Management Platform;</li> <li>• Communicating with users of systems operated by EMA e.g., regarding updates of system functionalities or technical issues such as system downtimes.</li> <li>• Self-service password management.</li> </ul>
8.	Description of categories of persons whose data EMA processes and list of data categories	<p>Any person applying for an EMA account to access EMA systems: EMA staff members, members of EMA Management Board, members of scientific committees and working parties, experts working on behalf of EMA, trainees, interims, seconded national experts, contractors, consultants, members of the public.</p> <p><u>Data categories processed:</u></p> <ul style="list-style-type: none"> <li>• First name and last name</li> <li>• e-mail address</li> <li>• Phone number (if provided)</li> </ul>

9.	Time limit for keeping the data	<p>A user account will be disabled after 180 days of inactivity on EMA systems (i.e. if a user does not use the account on any of the systems) or after a contract with the EMA is expired/terminated.</p> <p>Personal data will be deleted after further 180 days from the disablement date. Users will receive a reminder before their data will be deleted.</p> <p>Logs of roles requested and revoked are stored for 15 years to support security incidents investigations. The logs contain the user identifier, the date of when access was granted and revoked and who performed the approval.</p>
10.	Recipients of the data	<p>The data collected will be processed internally by staff within the EMA Service responsible for information security, by contractors responsible to provide technical support via the Service Desk and system maintenance services.</p>
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	<p>Name, surname and the corporate email address of EMA staff responsible for the management of the software are stored via the SailPoint Customer Relationship Management (CRM). No other user data is processed by SailPoint directly. SailPoint Technologies is a company certified under the <a href="#">EU-US Data Privacy Framework</a>.</p>
12.	General description of security measures, where possible.	<p>The Agency has put appropriate technical and organisational measures (security policies and procedures) in place to protect personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. The Agency takes all necessary measures to ensure the maximum safety and security of personal data held both offline and online, in hardcopy and digital forms.</p> <p>The personal data of users are collected through EMA's Account Management system, which abides to the security provisions established in the Agency's security policies. Access by EMA internal users is protected by secure multifactor authentication.</p>
13.	For more information, including how to exercise your rights to access, rectification, object and	<p>Details concerning the processing of your personal data are available on the Agency's website at:</p> <p><a href="https://www.ema.europa.eu/en/about-us/legal/general-privacy-statement">https://www.ema.europa.eu/en/about-us/legal/general-privacy-statement</a></p>

	data portability (where applicable), see the privacy statement:	Here you may find the data protection notice regarding this specific data processing operation as well.  <a href="https://www.ema.europa.eu/en/documents/other/european-medicines-agencys-privacy-statement-ema-account-management-system_en.pdf">https://www.ema.europa.eu/en/documents/other/european-medicines-agencys-privacy-statement-ema-account-management-system_en.pdf</a>
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