



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

15 July 2021
EMA/542660/2020

European Medicines Agency's Privacy Statement

Recording of telephone calls to the EMA official telephone number received at the EMA switchboard

This Privacy Statement explains the most essential details of the processing of personal data by the European Medicines Agency (hereinafter "EMA" or "Agency") in the context of recording telephone calls to the EMA official telephone number received at the EMA switchboard.

1. Who is responsible for processing your data?

1.1. Who is the data controller?

The European Medicines Agency ("EMA") is ultimately responsible to comply with your data protection rights and freedoms. On behalf of EMA, the Head of the Administration and Corporate Management Division is appointed as 'Internal Controller' to ensure the lawful conduct of this processing operation.

You may contact the Internal Controller via the following email address:

1.2. Who is the data processor?

The Agency engages a third party to process data on behalf of the Agency, in particular, to provide switchboard staff who handle the switchboard calls.

The contact details of the data processor(s) are the following:

DataController.Administration@ema.europa.eu

Title of the company: SPIRIT HOSTESS SERVICES PROMO ADVIEZEN BV
Address: General Aviation Terminal, Thermiekstraat 30, 1117 BC Schiphol-Oost
Email: info@spirithospitality.nl

2. Purpose of this data processing

This data processing activity includes the handling and recording of telephone calls made to EMA official telephone number received at the EMA switchboard. The purpose of recording is to protect staff, the public and the Agency's operations by investigating malicious calls and to be able to provide to the Dutch police evidence of such calls.

When you telephone the EMA official telephone number, you are informed, by an automatic recording, that you are connected to the EMA, that your call will be recorded and that the Privacy Statement is available to you on the EMA website. This message is automatically played to you before the switchboard may answer the call.

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

Send us a question Go to www.ema.europa.eu/contact **Telephone** +31 (0)88 781 6000

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If the caller asks exactly to whom the call has to be transferred, then the switchboard does not seek further information and will transfer the call. If the caller does not know to whom or to which EMA department they need to talk to, the operators will request information about the caller in order to identify to which EMA service/department or person the call needs to be transferred to. Namely, the operator may ask for the name of the caller and the company/organization the caller is affiliated with, and any other detail(s) or reason(s) regarding the telephone call provided by the caller. This information collected is used for the purpose of identifying the EMA service/department to where the call should be transferred or to enable a call back if the required service is unable to take the call at that time (in which case the phone number of the caller is also collected).

In limited cases, the recordings may be used for training purposes, for example, to prepare switchboard staff to handle specific type of calls and enquiries.

2.1. Personal data concerned

In this processing operation we process data directly collected from you when you telephone the EMA official telephone number. Such data may include the following:

- The caller's name and the caller's company/organization, phone number, any additional personal data provided by the caller, a voice recording of the caller and the member(s) of the switchboard assisting the caller, the oral exchange between the caller and the member(s) of the switchboard who received the telephone call, the name of the person(s) to whom the caller asks to be connected, any oral detail(s) or reason(s) regarding for the telephone call provided by the caller.
- Voice of the caller and voice of the switchboard operator.

2.2. Legal basis of the processing

The processing of your personal data in the context of calls received at the EMA switchboard is necessary for the management and functioning of the Agency. In addition, the handling of these calls is also necessary to the performance of the Agency's tasks as required by Regulation (EC) No 726/2004, Directives 2001/83/EC and 2001/82/EC¹ and other applicable Union legislation. Accordingly, the lawfulness of this data processing activity is established in accordance with Article 5(1)(a) of the Regulation (EU) 2018/1725, i.e. that this activity is necessary for the performance of the Agency's tasks carried out in the public interest.

3. How long do we keep your data?

The recording of the telephone call is retained for 28 calendar days on a rolling basis after which time it is deleted.

The information collected by the switchboard staff in order to identify the adequate person or department to transfer the call will be deleted after the call is terminated.

4. Who has access to your information and to whom is it disclosed?

The switchboard operator handling the calls process only the information necessary to identify the EMA service/department to where the call should be transferred.

¹ From 28 January 2022, Regulation (EU) 2019/6 of the European Parliament and of the Council of 11 December 2018 on veterinary medicinal products and repealing Directive 2001/82/EC.

The recording of the calls is processed internally only by staff within the EMA Division responsible for the switchboard and for security. This data therefore is not processed by the data processor. Recordings are stored electronically within the application that is hosted on a server in a secure network. Personalized passwords are required to access the application.

The data may also be transferred to and processed by Dutch police authorities investigating security incidents.

For training purposes, the recordings may be shared with switchboard operators and supervisors.

5. Your data protection rights

As data subject (i.e. the individual whose personal data is processed), you have a number of rights:

- **Right to be informed** – This Privacy Statement provides information on how EMA collects and uses your personal data. Requests for other information regarding the processing may also be directed to the Internal Controller.
- **Right to access** – You have the right to access your personal data. You have the right to request and obtain a copy of the personal data processed by EMA.
- **Right to rectification** – You have the right to obtain - without undue delay - the rectification or completion of your personal if it is incorrect or incomplete.
- **Right to erasure** – You have the right to require EMA to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing. In certain cases your data may be kept to the extent it is necessary, for example, to comply with a legal obligation of the Agency or if it is necessary for reasons of public interest in the area of public health.
- **Right to restrict processing** – In a few, codified cases, you have the right to obtain the restriction of the processing, meaning that your data will only be stored, but not actively processed for a limited period of time. For more information about this right and its limitations, see the EMA General Privacy Statement, hosted at www.ema.europa.eu/en/about-us/legal/privacy-statement.
- **Right to object** – You have the right to object at any time to this processing on grounds related to your particular situation.

The rights of the data subject can be exercised in accordance with the provisions of Regulation (EU) 2018/1725. For anything that is not specifically provided for in this privacy notice, please refer to the contents of the general EMA Privacy Statement: www.ema.europa.eu/en/about-us/legal/privacy-statement

6. Recourse

In case you have any questions regarding the processing of your personal data, or you think that the processing is unlawful or it is not in compliance with this Privacy Statement or the general EMA Privacy Statement, please contact the **Internal Controller** at DataController.Administration@ema.europa.eu or the **EMA Data Protection Officer** at dataprotection@ema.europa.eu.

You also have the right to lodge a complaint with the **European Data Protection Supervisor (EDPS)** at any time at the following address:

- Email: edps@edps.europa.eu
- Website: www.edps.europa.eu
- Further contact information: www.edps.europa.eu/about-edps/contact_en