



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

13 August 2025  
EMA/EXT/269433/2025

## Records of data processing activity

Name and reference number of processing operation: EMA-073-Mail Management

1.	Last update of this record, version number:	13/08/2025 Version 1		
2.	Reference number:	A-073		
3.	Name and contact details of controller:	European Medicines Agency Contact: Head of Administration and Corporate Management Division <a href="mailto:Datacontroller.administration@ema.europa.eu">Datacontroller.administration@ema.europa.eu</a>		
4.	Name and contact details of DPO:	<a href="mailto:dataprotection@ema.europa.eu">dataprotection@ema.europa.eu</a>		
5.	Name and contact details of joint controller (where applicable)	N/A		
6.	Name and contact details of processor (where applicable)			
		<b>Activity</b>	<b>Provider</b>	<b>Contact</b>
		Logging outgoing mail and courier consignments (DHL)	<b>ServiceNow Nederland B.V.</b>  Hoekenrode 3, 1102BR Amsterdam-the Netherlands	<a href="mailto:Privacy@servicenow.com">Privacy@servicenow.com</a>
		Scanning,	<b>Microsoft</b>	<a href="https://www.microsoft.com/en-us/concern/privacyrequest-msa">https://www.microsoft.com/en-us/concern/privacyrequest-msa</a>

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		management and storing of incoming mail (Cloud Services)	<b>Ireland Operations Limited</b>  One Microsoft Place, South County Business Park, Carmanhall and Leopardstown, D18 P521, Dublin, Ireland	
7.	Purpose of the processing	<p>The purpose of the data processing activity is the management of personal data in the context of registering all incoming and outgoing exchanges of business information received in paper format (e.g. letters, packages or courier deliveries) in order to ensure appropriate records management and timely, consistent and accurate replies in line with the principle of good administration. These actions include:</p> <ul style="list-style-type: none"> <li>• (digital) screening, scanning, and registering of incoming mail;</li> <li>• emailing the recipients about incoming mail;</li> <li>• fulfilling requests to post physical mail or courier consignments using the Agency's ticketing system.</li> </ul>		
8.	Description of categories of persons whose data EMA processes and list of data categories	<ul style="list-style-type: none"> <li>• Temporary Agents (TA);</li> <li>• Contract Agents (CA);</li> <li>• Seconded National Experts (SNE);</li> <li>• Interims;</li> <li>• Trainees;</li> <li>• Delegates;</li> <li>• Contractors.</li> </ul>		
9.	Time limit for keeping the data	<p>The duplicates of scanned documents are retained within the functional email mailbox for a period of two years and then they are deleted. The deletion is executed manually following a reminder automatically generated.</p> <p>All physical copies are locked in a lockable cabinet that is located inside the mailroom. Access to the mailroom is restricted by access control system. The cabinet is an additional measure to enhance safety of the physical mail. Records shall only be retained for as long as necessary to support EMA's business activities or comply with legal obligations.</p> <p>For details on the retention period for Outlook 365 folders, please consult the relevant data protection notice.</p>		
10.	Recipients of the data	<ul style="list-style-type: none"> <li>• Security personnel who is responsible for screening all post</li> </ul>		

		<p>and courier consignments entering EMA premises;</p> <ul style="list-style-type: none"> <li>• Personnel of the EMA Mailroom handling the incoming and outgoing mail deliveries. In cases of restricted access to the building or other reasons requiring it, presupposed that the delivery is not of confidential nature, these items are opened, scanned and emailed to the recipients, after prior communication and agreement.</li> </ul> <p>Furthermore, we may share these archives with the following external institutions, on a need-to-know basis or when the Agency is required to do so by law, including for monitoring, auditing or inspection purposes in accordance with European Union law:</p> <ul style="list-style-type: none"> <li>• the Paymaster Office (Office for the Administration &amp; Payment of Individual Entitlements) of the European Commission;</li> <li>• the European Ombudsman;</li> <li>• the Court of Justice of the EU;</li> <li>• the European Court of Auditors;</li> <li>• the European Anti-Fraud Office (OLAF) and</li> <li>• the European Data Protection Supervisor.</li> </ul>
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	N/A
12.	General description of security measures, where possible.	The mailroom door is secured and controlled by the access management system. The mail items which are scanned, but not yet physically delivered to staff are stored in locked cabinets inside the mailroom. The access to the functional mailroom and use of the functional email <a href="mailto:mailroom@ema.europa.eu">mailroom@ema.europa.eu</a> is limited exclusively to the mailroom operators. The mailroom personnel signs confidentiality agreements at the onset of the current managed services contract.
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the data protection notice:	<p>Details concerning the processing of your personal data are available on the Agency's public website at:</p> <p><a href="#">Data protection and privacy at EMA   European Medicines Agency (EMA)</a></p> <p>Here you may find the data protection notice regarding this specific data processing operation:</p> <p><a href="#">Data Protection Notice Mail Management-Public</a></p>