



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

29 November 2024
EMA/559567/2024

Records of data processing activity related to user visits on the EMA website (public)

Name and reference number of processing operation: EMA-S-019

1.	Last update of this record, version number:	3 December 2024, V1
2.	Reference number:	S19
3.	Name and contact details of controller:	European Medicines Agency (EMA) Internally: Head of Stakeholders and Communication Division Contact: S-DataController@ema.europa.eu
4.	Name and contact details of DPO:	dataprotection@ema.europa.eu
5.	Name and contact details of joint controller (where applicable)	N/A
6.	Name and contact details of processor (where applicable)	Name: European Commission's Directorate-General for Digital Services (DIGIT) Contact: ec-dpo-internal@ec.europa.eu
7.	Purpose of the processing	Ensure a secure connection between user's device and the server Protect the integrity of the network Track the user behaviour as a visitor of the EMA website Access to the content management system of the EMA website
8.	Description of categories of persons whose data EMA processes and list of data categories	<ul style="list-style-type: none">• EMA website visitors<ul style="list-style-type: none">◦ IP addresses◦ Device ID (such as your IMEI number or WiFi MAC address)◦ Visitor logs• EMA staff members User authentication data which consist of:<ul style="list-style-type: none">◦ Surnames◦ E-mail addresses

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

An agency of the European Union



		<ul style="list-style-type: none"> ○ Usernames ○ Login credentials ○ Usage data
9.	Time limit for keeping the data	<p>EMA deletes IP addresses and device ID data immediately after each browsing session.</p> <p>DIGIT may store these data on behalf of EMA for 12 months for security operations and services.</p> <p>Europa Analytics, the corporate service that monitors and evaluates the effectiveness and efficiency of the European Commission's websites including EMA website, automatically deletes visitor logs after 13 months.</p>
10.	Recipients of the data	<p>Duly authorised EMA and European Commission staff, and contractors.</p> <p>When necessary for lawful and specific purposes, EMA may share your information with third parties, such as the European Anti-Fraud Office, the Court of Auditors and law enforcement authorities. This may happen under certain conditions outlined in law.</p>
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.	<p>Technical and organisational measures in place to ensure information security:</p> <ul style="list-style-type: none"> • Physical security perimeter to datacenters and DIGIT S premises. • Security guards to protect the DIGIT premises. • Sophisticated access controls to IT system that process personal data. • Monitoring and auditing controls. • Security clearance for operators who provide security services. • Sensitive information is shared in encrypted format to ensure secure transfer. <p>The European Commission has implemented security measures to protect server hardware, software and the network from accidental or malicious manipulations and loss of data.</p>
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the privacy statement:	<p>Details concerning the processing of your personal data are available on the Agency's website at:</p> <p>Website data protection notice European Medicines Agency (EMA)</p>