



EMA/383047/2019

## Record of data processing activity relating to requests for information (public)

1.	Last update of this record, version number:	13 May 2020, version 2
2.	Reference number:	S7
3.	Name and contact details of controller:	European Medicines Agency Internally: Head of Stakeholders and Communication Division <a href="mailto:S-DataController@ema.europa.eu">S-DataController@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)	Not applicable
6.	Name and contact details of processor (where applicable)	Not applicable
7.	Purpose of the processing	Processing of personal data is necessary for the handling of access to information requests received by EMA and providing the requested information to the requester in accordance with Article 18 of The European Medicines Agency Code of Good Administrative Behaviour ( <a href="#">available here</a> )
8.	Description of categories of persons whose data EMA processes and list of data categories	<p>The following categories of data subjects are subject to this processing operation:</p> <ul style="list-style-type: none"><li>Requester</li></ul> <p>The following categories of personal data are collected for this processing operation:</p> <ul style="list-style-type: none"><li>title/first name/surname;</li><li>email address;</li><li>organisation/employer (where applicable);</li><li>location (country);</li><li>subject matter of the request.</li></ul> <p>The above data is submitted through the Ask EMA online form.</p>

**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)

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

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		Additional contact details may be provided voluntarily by the requester.
9.	Time limit for keeping the data	The file (including the request, the response, any related correspondence and all supporting documentation) will be stored by EMA for a maximum of ten years after the closure of the case, or as long as EMA is under a legal obligation to do so.
10.	Recipients of the data	<p>The data collected will be processed internally by EMA staff responsible for handling the request, including Documents Access and Publication (DAP) service members. Personal data submitted by the applicants are not disclosed outside EMA.</p> <p>Requests for information may be allocated to EMA staff within the concerned department/office in order to provide a response to the DAP service member in charge of handling the request. Requests are allocated to the responsible EMA department/office based on the subject matter of the request.</p>
11.	Are there any transfers of personal data to third countries or international organisations?	No
12.	General description of security measures, where possible.	<p>The Agency has appropriate technical and organisational measures in place, including organisational policies, to safeguard the security of personal data and ensure the confidentiality, integrity and availability of the relevant systems, services and the personal data processed within them. In particular,</p> <ul style="list-style-type: none"> <li>• the relevant documentation is stored electronically on a secure network in an electronic records management system, and the request is logged in an internal database;</li> <li>• passwords are required to access both systems.</li> </ul>
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: <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>, where you may find the EMA General Privacy Statement as well as the privacy statements on specific data processing operations.</p>