



22 September 2022  
EMA/424093/2023  
Administration and Corporate Management Division

## Records of data processing activity for handling of requests submitted under Article 24 of the Staff Regulations ("SR") and Article 90(1) SR and of complaints submitted under Article 90(2) SR (public)

1.	Last update of this record, version number:	22 September 2023, version 1
2.	Reference number:	A61
3.	Name and contact details of controller:	European Medicines Agency Internally: Head of Administration and Corporate Management Division Contact: <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)	N/A
7.	Purpose of the processing	EMA collects and uses your personal data to establish the relevant facts and to assess them from a legal point of view, to provide you with a decision of the Authority authorised for concluding contracts of employment ("AACC") on your complaint or request, in compliance with Articles 90(1), 90(2) and 24 SR.
8.	Description of categories of persons whose data EMA processes and list of data categories	Art.24 - temporary agents and contract agents as well as former agents (both temporary and contract and members of their families. Art.90(1) and (2) - Temporary agents, Contract agents and other persons who participate as candidates in EMA's selection procedures.

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**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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		<p>Types of data processed:</p> <p>Identification and contact information of the requester/complainant (name, address, e-mail, telephone, fax), professional, case involvement data, and information related to the request/complaint.</p> <p>The data are received from the requester/complainant and related EMA files.</p>
9.	Time limit for keeping the data	The time for which the complaint files may be kept in the personal file shall be 10 years after the closure of the procedure to be able to set up a comparison of previous decisions and to allow a harmonised application of the Staff Regulations. Any electronic communications in relation to this procedure must be deleted immediately after the complaints and the related decisions have been filed in the personal file.
10.	Recipients of the data	<p>EMA staff responsible for carrying out this processing operation has access to the personal data, as follows:</p> <ul style="list-style-type: none"> <li>• Selection committees, EMA staff other than Service processing the request/complaint and hierarchy: to the extent necessary to provide the explanations and information essential to processing requests/complaints.</li> <li>• Service processing the request/complaint (A-ST-RPP/LD): systematically and compulsorily consulted; prepares draft decisions in response to requests/complaints; access to complete files.</li> <li>• Court of Justice of the European Union: in the event of a judicial appeal; access to complete files.</li> <li>• OLAF, IAS and Court of Auditors: on request, and limited to what is necessary for official inquiries or for audit purposes.</li> <li>• European Ombudsman or European Data Protection Supervisor: on request and limited to what is necessary for inquiries</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.	<p>Paper copies are stored in locked cabinets.</p> <p>Electronic copies are stored in the agency's document management system with access limited to authorised staff. Documents can be accessed only through PC password</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: <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 and the privacy statements on specific data processing operations.</p>