



27 March 2023
EMA/599777/2020

Records of data processing activity relating to staff engagement surveys (public)

| | | |
|----|---|---|
| 1. | Last update of this record, version number: | 27 March 2023, version 2 |
| 2. | Reference number: | A32 |
| 3. | Name and contact details of controller: | European Medicines Agency Internally: Head of Administration and Corporate Management Division datacontroller.administration@ema.europa.eu |
| 4. | Name and contact details of DPO: | dataprotection@ema.europa.eu |
| 5. | Name and contact details of joint controller (where applicable) | Not applicable |
| 6. | Name and contact details of processor (where applicable) | PricewaterhouseCoopers EU Services EESV ("PwC") and Intellera Consulting S.p.A. ("Intellera") (jointly referred to as the "Service Provider") using the secure Qualtrics platform. PwC EU Services leads the consortium of organisations providing the service. PwC consortium may be contacted by sending an email to staff.engagement@intelleraconsulting.com . or at the following postal address Woluwedal 18, 1932 Zaventem, Belgium. |
| 7. | Purpose of the processing | The purpose of this data processing activity is to support EMA in better tailoring of future policies, improving ongoing initiatives and solving any eventual criticalities emerging from the survey. It will provide EMA with comprehensive, cross-Agency data and a clear view of our current organisational health. This will help us focus efforts for best results and provide a benchmark for future analysis on specific topics (e.g. futureproofing, performance and development, etc.). |



| | | |
|-----|---|---|
| 8. | Description of categories of persons whose data EMA processes and list of data categories | <p>Provided by EMA to PwC to enable invitations:</p> <p>In order to allow us to invite you to participate in the survey, EMA provides PwC consortium with the email addresses of all active EMA staff (TA, CA, SNE) that have started work at the Agency at least 3 months before the survey launch date. We will NOT provide any additional details (such as job title, length of service, gender, your organisational unit, etc.).</p> <p>EMA is also providing PwC consortium with a separate, aggregated table with the overall number of active staff by demographic, to enable reporting, i.e. percentage of respondents for a specific organisational entity for example.</p> <p>Collected via the survey:</p> <p>We will ask you to provide some personal data via the survey itself to aid demographic reports. You will be asked for your gender, whether you hold a managerial role (yes or no), your type of contract (TA, CA or SNE), length of service (under 1 year, between 1 and 5 years, between 5 and 10 years, more than 10 years), your expatriate status (yes or no), your division/task force and your department.</p> <p>Your views:</p> <p>The survey will collect your views by asking you to respond to statements and questions via a mix of tick boxes and open text.</p> |
| 9. | Time limit for keeping the data | PwC consortium will retain the survey responses only for as long as it is necessary to meet the needs for the exclusive purposes of the analysis, or as long as we have your consent. |
| 10. | Recipients of the data | Only a restricted group of PwC consortium staff - those members of the PwC consortium survey team actually managing the survey administration via Qualtrics - will have access to EMA data and results. The information you submit via this survey will only be used for the purpose of obtaining anonymous feedback from you. |
| 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>PwC consortium employs appropriate security procedures to protect the confidentiality and security of the survey responses. Access to survey responses stored is restricted.</p> <p>Results will be reported by PwC consortium to EMA in aggregate form and will not enable individual respondents to any questions to be identified. Breakdowns of responses will never be disclosed where less than five respondents reply. Moreover, anonymity</p> |

| | | |
|-----|--|---|
| | | will be guaranteed in all outputs presenting the surveys' results: survey answers and results will be anonymous, and it will not be possible for PwC consortium and for EMA to link the answers provided to the email address of each respondent. Demographic information will never be cross-analysed (e.g. results for 'Contract Agent' within 'Team x', or 'Manager' with 'less than 1 year at the Agency', etc.). |
| 13. | For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the privacy statement: | Details concerning the processing of personal data have been shared internally within EMA and also shared with the individuals concerned by the data processor prior to the collection of information in this survey. |