



PRIVACY STATEMENT
Web Conference Service (Webex)
Ref no.: DPO - T - 02

Web Conference Service (Webex) involves processing of personal data, which shall comply with Regulation (EU) N° 2018/1725¹ (the “Regulation”).

This data protection notice explains how the Fuel Cells and Hydrogen 2 Joint Undertaking (here after referred to as FCH 2 JU) uses any information you give to us, and the way we protect your privacy. Furthermore, it describes the rights you have as a data subject and how you can exercise these rights.

Fuel Cells and Hydrogen 2 Joint Undertaking protects the fundamental rights and freedoms of natural persons and in particular their right to privacy with respect to the processing of personal data.

We provide the following information based on Article 15 of the Regulation.

What is the purpose of the processing?

Purpose of the processing operation: the FCH 2 JU collects and uses your personal information in order to:

- identify of Conference Host and participants to ensure the normal operation of the service
- identify potential improvements and technical deficiencies of the service
- collect statistics used for service invoicing by the contractor
- collect representative data and conference statistics (excluding content) to improve user experience and service performance by carrying out analyses of aggregated data
- address the technical support request
- analyse the performance of technical support

The organizer of a meeting is always a FCH 2 JU staff member and when a meeting is organised including both internal or/and external participants a set of parameters need to be used (mainly the email address of each participant).

If a member of FCH 2 JU staff would act as an organizer, he/she needs to create a personal account on the system.

During the video/audio/chat conference, all participants are able to share content on a voluntary basis and the meeting organizer owns the capacity to locally record the conference/meeting. This action should be announced to the regular participants prior the recording and this processing is under the responsibility of the video/audio conference organizer.

It is recommended to the video/audio conference organizer to create a separate privacy statement and share it with the participants before the video conference is initiated.

Your personal data will not be used for an automated decision-making including profiling.

¹ Regulation (EU) N° 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (“EUDPR”).



Which personal data do we process?

Personal data:

- Personal details, as follows:

Host and Usage Information:

IP Address

User Agent Identifier

Hardware Type

Operating System Type and Version

Client Version

IP Addresses Along the Network Path

MAC Address of endpoint (as Applicable)

Service Version

Actions Taken

Meeting Session Information (title, date and time, frequency, average and actual duration, quantity, quality, network activity, and network connectivity)

Number of Meetings

Number of Screen-Sharing and Non- Screen-Sharing Sessions

Number of Participants

Host Name

Screen Resolution

Join Method

Performance, Troubleshooting, and Diagnostics Information

Invoicing information (subset of previous category)

Host Name

Conference URL

Conference Time and Duration

Host Registration Information

Name/Surname

Email Address

Password (hashed version only)

Public IP Address

Browser

Phone Number (Optional)

Mailing Address (Optional)

Avatar (Optional)



Billing Information

User-generated Information

Meeting and Call Recordings (only local by Organizer)

The provision and collection of personal data is mandatory to meet a technical requirement. If you do not provide your personal data (Host Registration/Host Usage/User-generated), possible consequences might be that the system cannot operate properly and therefore, the participation of a user is impossible. The User-generated information, namely the recording and files shared of the conference can be available in two ways:

- Through participation in the conference for its duration. In this case, participants may decide not to share their image or voice.
- By the local recording of the conference, which may be activated manually by the meeting organiser.

The chat exchanges between participants is never retained after the termination of the conference.

The list of participants' names is available for each participant for the duration of the conference. However, these names are not a unique identifier for each user. Indeed, they may not correspond to the real names of people in the conference

Why do we process your personal data and under what legal basis?

We process your personal data, because processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body.

According to Article 17 of the Treaty on European Union, the Union bodies "shall promote the general interest of the Union and take appropriate initiatives to that end. It shall ensure the application of the Treaties, and of measures adopted by the institutions pursuant to them. It shall oversee the application of Union law under the control of the Court of Justice of the European Union. It shall execute the budget and manage programs. It shall exercise coordinating, executive and management functions, as laid down in the Treaties[.....]".

In addition, this processing operation for the performance of tasks carried out in the public interest by the Union institutions and bodies includes the processing of personal data necessary for the management and functioning of those institutions and bodies. More specifically, the objective of all processing activities related to WebEx is to support the management and the functioning of the FCH 2 JU, by adjusting the internal mechanisms and management systems to the new technological environment and advancements, by providing to Staff the necessary means and tools to perform their daily tasks and by organizing JU's operations according to the principles of sound financial management. Article 33.1 (a)(b) and (c) of the Regulation 2018/1046 that refers to the performance and principles of economy, efficiency and effectiveness is also applicable here.

The use of WebEx web-conferencing services are also in line with the JU policy for a modern and digital working environment, including unified communication with advanced video-conferencing. This processing of personal data in the context of the WebEx Service is necessary to ensure the proper use and **management of JU resources for staff** to efficiently carrying out their duties by also enabling them communicate with JU stakeholders for work-related purposes. Therefore, it is necessary for ensuring that JU staff have effective and cost efficient collaboration and communication tools at their disposal to enable them to carry out their duties.



Who is the controller and other actors involved in the processing?

Controller: The Fuel Cells and Hydrogen 2 Joint Undertaking , legally represented by its executive director, Mr Bart Biebuyck, Avenue de la Toison d'Or 56 - 60, 1060 Brussels

Processor(s) of personal data:

- EC external service providers (contractors or subcontractors) under direct or framework service procurement contracts
- CISCO International Limited

How do we protect and safeguard your information?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the FCH 2 JU and its contractors based on its service. All processing operations are carried out pursuant to the Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission.

The JU’s contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the FCH 2 JU, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States (‘GDPR’ Regulation (EU) 2016/679).

Safety measures:

- Data kept according to the security measures adopted by the FCH 2 JU and the European Commission
- Standard clause for the processing of personal data included in the service contract
- Secure transfer of data
- our premises abide by the European Commission's security decisions and provisions

Who can access to your personal data and to whom is it disclosed?

The following might have access to your personal data:

Third countries: The controller will transfer your personal data to the following recipients in a third country (UK and USA) in accordance with Regulation (EU) 2018/1725:

| Category of Personal Data | Datacentre Location |
|----------------------------|----------------------------------------------------|
| Registration Information | Germany (AWS), The Netherlands, the United Kingdom |
| Host and Usage Information | Germany (AWS), The Netherlands, the United Kingdom |
| User-Generated Information | Germany (AWS), The Netherlands, the United Kingdom |

What are your rights and how can you exercise them?

You have the **right of access** to your personal data and to relevant information concerning how we use it. You have the right to rectify your personal data.



Under certain conditions, you have **the right to ask that we delete your personal data** or **restrict** its use.

You have **the right to object** to our processing of your personal data, on grounds relating to your particular situation, at any time.

In addition, you have the **right not to be subject to a decision based solely on automated processing** of data, including profiling, if such decision has legal effect on him or her, except for certain situations, such as entering into a contract (as required by articles 14-16 & 24 of EU DPR Regulation).

Information on action taken on the data subject's request to exercise her/his rights shall be provided without undue delay and in any case within one month of receipt of the request. In case of complex or voluminous requests, this period may be extended by another two months, in which case the JU will inform the data subject.

In case data subjects wish to exercise their rights, they should send an email to the Fuel Cells and Hydrogen 2 Joint Undertaking's Data Protection Officer at data-protection@fch.europa.eu.

How long is the data retained?

- Host and Usage Information:
 - o 3 years from when the Service is terminated in a pseudonymised format;
- Host Registration Information:
 - o 7 years after contract termination
- Invoicing information :
 - o 7 years maximum

The **content of the video/audio conference** (documents, links, files etc.) will be deleted after the termination of the session, unless they are downloaded/saved by the Meeting Organizer or a specific recording of the meeting takes place.

The **chat messages** exchanged among participants during a meeting are deleted after the meeting/session is ended/terminated.

Complaints, concerns and recourse

Should you have any complaint or concern you may contact:

- the Data Protection Officer of the Fuel Cells and Hydrogen 2 Joint Undertaking at data-protection@fch.europa.eu

In addition, as a data subject, you have a right to recourse to the European Data Protection Supervisor (EDPS) at any time by e-mail to edps@edps.europa.eu or a letter to the EDPS postal address marked for the attention of the EDPS DPO:

European Data Protection Supervisor, Rue Wiertz 60, B-1047 Brussels, Belgium

For more information on the EDPS, please consult their website: <https://edps.europa.eu>

Additional information

More information on Data Protection at the Fuel Cells and Hydrogen 2 Joint Undertaking can be obtained in the Data Protection Register and in the privacy notices published in the Fuel Cells and Hydrogen 2 Joint Undertaking web site.