

**Privacy statement regarding protection of personal data in relation to users registered at the  
European GNSS Service Center (GSC) web portal**

All personal data are dealt with in compliance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (Regulation (EC) 45/2001).

The following data protection information notice outlines the criteria by which the data under the GSC web portal registration and services are collected, managed and used in relation to the GSC service provision.

**Identity of the controller:**

Controller: GSA Executive Director.

Delegated controller: Head of Galileo Exploitation Department.

**Purpose of processing:**

The purpose of the processing is to manage the personal data of users registered in the GSC web portal and to include the data in the GSC internal user data base.

**Data concerned:**

Users submit the following data when registering to the GSC web portal through Helpdesk contact form (<https://www.gsc-europa.eu/contact-us/helpdesk>) or through the register form (<https://www.gsc-europa.eu/user/register>): username, email, country, function, organisation, type of organisation, type of business or sector and market.

**Legal basis:**

Article 14(1)(c) of Regulation (EU) No 1285/2013 of the European Parliament and of the Council of 11 December 2013 on the implementation and exploitation of European satellite navigation systems (GNSS regulation) and data subject's unambiguous consent when registering in the GSC web portal.

**Recipients of the data processed:**

Access to personal data is granted on the basis of the role and responsibilities of the subjects involved ("need to know" principle):

- Staff of the GSA;
- GSA contractors, under the Galileo Service Operator (GSOp) contract GSA/CD/14/14, which was assigned to Spaceopal (a joint venture between the German Aerospace Agency (DLR) and Italy's Telespazio) and is in charge of operating and maintaining the Galileo System (ground and space segments), including the European GNSS Service Centre, in compliance with the Galileo Services performance requirements. The entities involved under the GSOp contract for GSC matters are Spaceopal, INECO, ISDEFE and INTA.

Any recipient shall be reminded of their obligation not to use the data received for other purposes than the one for which they were transmitted.

**Lawfulness of processing:**

The lawfulness of the processing is based on Article 5(a) and (b) of Regulation (EC) No 45/2001. The processing is necessary for the performance of GSA tasks carried out in the public interest and for compliance with a legal obligation under the GNSS Regulation.



**Information on the retention period of personal data:**

Personal data are stored in the secured electronic database of the GSC (specific GSC folder within the GSA server) as long as the data subject is registered at the GSC web portal. Users can unregister by sending an email to [gsc-helpdesk@gsa.europa.eu](mailto:gsc-helpdesk@gsa.europa.eu). Personal data will be deleted once a user is no longer registered at the GSC web portal. Personal data collected will be also deleted if the GSC stops to provide its services.

**The data subject's rights:**

- Data subjects have the right of access and rectification of their personal data at any time. Requests shall be addressed to the Head of Galileo Exploitation Department at [gsc-operations@gsa.europa.eu](mailto:gsc-operations@gsa.europa.eu).
- Data subjects are entitled to lodge an appeal at any time with the European Data Protection Supervisor (EDPS) at [edps@edps.europa.eu](mailto:edps@edps.europa.eu) should they consider that the processing operations do not comply with Regulation (EC) No 45/2001.

**Contact information:**

- Regarding the processing of your personal data: [gsc-operations@gsa.europa.eu](mailto:gsc-operations@gsa.europa.eu).
- Regarding the interpretation, application or breach of Regulation (EC) 45/2001: GSA Data Protection Officer (DPO) at [dpo@gsa.europa.eu](mailto:dpo@gsa.europa.eu).