

PRIVACY STATEMENT

Statement on the protection of personal data in relation to the Galileo User Satisfaction Survey

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 this survey is collected, managed and used in relation to the Galileo User Satisfaction Survey.

Identity of the Controller:

Controller: GSA Executive Director.

Delegated controllers: Head of Communications Department and Head of Galileo Exploitation Department.

Purpose of processing:

To collect feedback on perceived Galileo performance, Galileo services and Galileo Service Provision Helpdesk in order to measure Galileo user satisfaction, to explore the value and the applications of Galileo and to gather any valuable suggestions to the Galileo Service Center (GSC) for the improvement of the quality of the service provided.

Categories of data processed:

The participants in the survey submit their name, surname, organisation, function, country and email address as well as other information regarding their use and opinion on Galileo and GSC.

Recipients of the data processed:

The access to the personal data is granted on the basis of the 'need to know' principle to a limited number of GSA staff managing the organisation of the survey and to a limited number of GSA contractor's staff (*such as GOPA COM. S.A.*) providing support services for the survey.

Recipients are bound by confidentiality clauses regarding the use, disclosure and protection of your data.

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).

Lawfulness of processing:

The lawfulness of the processing is based on Article 5(a) and (d) of Regulation (EC) 45/2001. The processing is necessary for the performance of GSA tasks carried out in the public interest. Data subjects unambiguously give their consent to the processing of the optional personal data when filling the Galileo User Satisfaction Survey.

Information on the retention period of personal data:

Data is stored electronically for a period of 1 year after the closing date of the Galileo User Satisfaction Survey on the GSA server and on the SurveyMonkey server. SurveyMonkey uses server services which might be located outside the European Union. You can find more information on the privacy policy of SurveyMonkey here: <https://www.surveymonkey.com/mp/policy/privacy-policy>. Please be informed that by opting-in to provide your personal data when filling the Galileo User Satisfaction Survey you give your consent to a possible transfer of personal data to a third country.

The data subject's rights:

- Data subjects can exercise their rights of access and rectification of personal data at any time. Requests shall be addressed to the GSA Communications Department: com@gsa.europa.eu.
- Data subjects have the right of recourse at any time to the European Data Protection Supervisor (EDPS) at edps@edps.europa.eu.

Contact information:

Head of Communications Department (com@gsa.europa.eu)
European GNSS Agency (GSA)
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