

Privacy statement regarding protection of personal data in relation to the use of the Galileo incident report form at the European GNSS Service Centre (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 are collected, managed and used in relation to the Galileo incident report form at the GSC web portal.

Identity of the controller:

Controller: Head of Galileo Exploitation Department

Purpose of processing:

Collection of reports by Galileo users regarding Galileo Signal in Space (SiS) performance degradations, disruptions, interferences or any other data and provision of feedback/reply on the reported Galileo incident.

Data concerned:

Galileo incident report form

Users submit the following data when filling in the Galileo incident report at GSC web portal:

- Mandatory data: name, email address, date of the incident's detection, time and time zone of the incident's detection, city nearest to the location of incident, summary of incident report;
- Optional data: latitude and longitude of the location of the incident, number of occurrences of the incident (i.e. ongoing, not ongoing, intermittent), initial date of the incident, initial time and time zone of the incident, end date of the incident, end time and time zone of the incident, Galileo user's equipment maker and model (used for the detection of the incident), Galileo application type (e.g. mass market, aviation etc.), company, elevation of Galileo antenna, level of Galileo antenna (i.e. above ground or sea level), Galileo frequency used, number of satellites tracked by the user, affected satellite;
- Users may provide additional information by attaching documents.

Legal basis:

Data subjects' unambiguous consent when filling into the Galileo incident report form at the GSC web portal.

Recipients of the data processed:

Access to personal data is granted on the basis of the "need to know" principle to a limited number of:

- Staff of the GSA;
- Staff of GSA contractors in charge of:
 - GSC operations
 - GSC web-portal infrastructure provision, maintenance and evolution;
- staff of GSA contractors providing web services for the GSA's website www.gsc-europa.eu (such as website design, website hosting etc.);



Any recipient shall be reminded of its 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(d) of Regulation (EC) No 45/2001. The data subjects unambiguously give their consent to the processing of the personal data when filling the Galileo incident report form.

Information on the retention period and storage locations of personal data:

- Personal data are stored in the secured electronic database of the GSC within the servers of GSA contractors providing web services for the GSA's website www.gsc-europa.eu, which are located in the EU and abiding by the necessary security provisions;
- Personal data may be stored in the local hard drives of a limited number of GSA staff on a "need to know" basis;
- Personal data may be stored in the servers of GSA contractors in charge of GSC operations and GSC web-portal infrastructure provision, maintenance and evolution, which are located in the EU and abiding by the necessary security provisions;
- Personal data of users reporting incidents are kept until the closure of the incident report but no longer than one year. Anonymised data concerning the incident which cannot be associated with a specific data subject are kept as long as required by the Financial Regulation and its Rules of Application for audit and discharge purposes: N+5 years from the end of the year of payment of the balance of the contract GSA/CD/14/14 plus an additional 2 years for discharge procedure of EU budget (= N+5+2).

The data subject's rights:

- Data subjects have the right to withdraw the consent to the treatment of personal data at any time;
- 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;
- Data subjects are entitled to lodge an appeal at any time with the European Data Protection Supervisor (EDPS) at 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.
- Regarding the interpretation, application or breach of Regulation (EC) 45/2001: GSA Data Protection Officer (DPO) at dpo@gsa.europa.eu.