

**Privacy statement regarding protection of personal data in relation to 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 GSC web portal.

**Identity of the controller:**

Controller: Head of Galileo Exploitation Department

**Purpose of processing:**

- GSC web portal registration; the purposes of the processing is the establishment of a database of registered users on the GSC web portal (“GSC internal user database”) in order to allow registered users to:
  - access the GSC helpdesk service;
  - subscribe to email notifications on (1) European GNSS related performances/activities (performance reports, updates of the European GNSS Programme documentation, Galileo User Satisfaction survey, invitation to European GNSS related events etc.) and (2) automatic notifications on Notice Advisory to Galileo Users (“NAGU”).
- GSC helpdesk service; the purposes of the processing are:
  - the management of queries submitted by registered users;
  - the possibility to include tools in the “GNSS Simulation and Testing Tool Infrastructure” (GSTI).

**Data concerned:**

- GSC web portal registration  
Users submit the following data when registering to the GSC web portal through the registration form (<https://www.gsc-europa.eu/user/register>): username, email address and organisation;
- GSC helpdesk service  
Only users already registered (i.e. having provided the data mentioned under the first bullet point above) may access the GSC helpdesk service. Registered users submit the following additional data when contacting the service through the contact form (<https://www.gsc-europa.eu/contact-us/helpdesk>):
  - Mandatory data: market segments which are of interest to the data subjects (e.g. agriculture, aviation etc.), subject of the request, type of question (e.g. technical, market-related etc.);
  - Optional data: policy areas of interest to the data subjects.
- Subscription to email notifications concerning (1) European GNSS related performances/activities and (2) Notice Advisory to Galileo Users (“NAGU”)  
Only users already registered (i.e. having provided the data mentioned under the first bullet point above) may subscribe to email notifications on European GNSS related performances/activities and automatic NAGU notifications by providing the following additional data:



- Mandatory data: markets segments which are of interest to the data subjects (e.g. agriculture, aviation etc.);
- Optional data: country, function, organisation, type of organisation (e.g. research institution, university etc.), type of business or sector, Galileo services which are of interest to the data subjects (e.g. Commercial Service, Open Service etc.).

**Legal basis:**

Data subjects' unambiguous consent when (1) registering in the GSC web portal, (2) contacting the helpdesk (only for registered users) and (3) subscribing to email notifications on European GNSS related performances/activities and automatic NAGU notifications.

**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](http://www.gsc-europa.eu) (such as website design, website hosting including cloud services etc.);

Any questions received pertaining to EGNOS or GPS could potentially be shared with the EGNOS service provider (ESSP) and the United States Navigation Centre (US-NAVCEN) respectively. In such a case, only the content of the question is shared without the transfer of any other personal data.

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 (1) filling the online registration form, (2) filling in the helpdesk contact form and (3) subscribing to email notifications concerning (1) European GNSS related performances/activities and (2) Notice Advisory to Galileo Users ("NAGU").

**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](http://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;
- Data is stored 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);



- 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 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](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).