



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 the applicable rules 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.

DISCLAIMER: At the time of publication of the present privacy statement, Regulation (EC) 45/2001 is applicable to the processing operations identified herein. As of 11 December 2018, Regulation (EU) 2018/1725 shall enter into force, repealing Regulation (EC) 45/2001 and, therefore, it shall apply to the processing operations identified herein. In view of this change in legislation, the present document already includes all the information that must be provided to data subjects in accordance with Regulation (EU) 2018/1725 and references to both Regulations.

The following data protection information notice outlines the criteria by which the data in relation to the Galileo User Satisfaction Survey is collected, managed and used.

Identity of the Controller and Processor:

Controller: European GNSS Agency (GSA), Head of GSA Market Development Department, Janovskeho 438/2 170 00 Prague 7, Czech Republic, market@gsa.europa.eu

Processor: Head of Unit of DIGIT.D.1, Directorate-General for Informatics (DIGIT) of the European Commission, DIGIT-EUSURVEY-SUPPORT@ec.europa.eu, DATA-PROTECTION-OFFICER@ec.europa.eu

Purposes of processing:

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

Categories of data processed:

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

Recipients of the data processed:

Access to personal data is granted on a 'need to know' basis to:

- duly appointed staff of GSA;
- staff of GSA contractors in charge of Galileo operations;
- staff of GSA contractors in charge of the provision of hosting services for the GSA's servers;
- staff of DIGIT.D.1, Directorate-General for Informatics (DIGIT) of the European Commission who deal with the EUSurvey application.

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.

Staff of GSA contractors are bound by confidentiality clauses regarding the use, disclosure and protection of personal data.



Legal basis:

Article 5(b) of Regulation (EC) 45/2001¹.

Lawfulness of processing:

- The lawfulness of the processing is based on Article 5(b) of Regulation (EC) 45/2001: The processing is necessary for the compliance with a legal obligation to which the GSA is subject and, more specifically, to 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).

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

- Data is stored electronically for a period of 1 year after the closing date of the Galileo User Satisfaction Survey.
- Data is stored on:
 - GSA servers hosted by GSA contractors which are located in the EU and abiding by the necessary security provisions;
 - the servers of the EUSurvey application, which are located in the EU

The data subjects' rights:

- Data subjects have the right of access, rectification and erasure of their personal data or restriction of processing² at any time. Requests shall be addressed to the GSA Market Development Department: market@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 the applicable rules.

Contact information:

- Regarding the processing of your personal data: market@gsa.europa.eu
- Regarding the interpretation, application or breach of the applicable rules: GSA Data Protection Officer (DPO) at dpo@gsa.europa.eu

¹ To be replaced, as of 11 December 2018, by Article 5(1)(b) of Regulation (EU) 2018/1725; the content of the Article remains the same

² Such right will be provided for under Regulation (EU) 2018/1725, as of 11 December 2018