

## DATA PROTECTION STATEMENT

### JIRA

#### Organisational part of the Agency entrusted with the processing of personal data

Head of CPU (information(at)osha.europa.eu)

#### Purpose

EU-OSHA uses JIRA to provide a system to staff members in which all technical and organisational requests from staff members are centralised to facilitate the management of their services. JIRA has two main elements: First, the Helpdesk service which is used by staff for any internal request; and second the management of ICT projects done in cooperation with external providers. JIRA also works as a repository of information as all requests or incidents are registered together with the applied solution.

#### Legal basis

- Regulation (EU) 2019/126 of the European Parliament and of the Council of 16 January 2019 establishing the European Agency for Safety and Health at Work (EU-OSHA).
- Commission Decision No 46/2017 of 10 January 2017 concerning the security of communication and information systems in the EU.

#### Type of data processed

The email address of the staff member making the request is processed. Any content that the staff member submits via the request can contain personal data (e.g., HR related matters).

#### Lawfulness of processing

The processing is based on Article 5.1 of [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 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 (hereinafter the Regulation).

#### Data recipients

The recipients of data depend on the type of project and request:

- Internal service desk requests: Data contained in request can be accessed by staff working in the area to which the request relates (e.g., HR to requests related to HR, ICT to requests related to ICT, etc.);

- ICT Projects: Information related to projects (e.g. OSH Wiki, OiRA, veSafe) can be accessed by internal staff and external providers working on the relevant project.
- The ICT Jira administrator can access any information that is submitted via JIRA.

## The data subject's rights

You have specific rights as a 'data subject' under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability. You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) and 5(1)(b) on grounds relating to your particular situation. You can exercise your rights by contacting the Data Controller (organisational part of the Agency entrusted with the processing of personal data), or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. The contact information of the Data Protection Officer and the European Data Protection Supervisor is given below.

## Information on the conservation period of data

For the Helpdesk, the data is kept for 5 years. The retention period starts from the last time the question was answered ('closed'). For the ICT projects, the data is kept for a maximum of 10 years.

## Security measures

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices, appropriate encryption of communication and physical security measures to guard against unauthorized access to systems where we store personal data. Throughout this procedure only authorized people are attributed access and only on a "need-to-know" basis. Authorization is granted via approval requests by the Head of Unit. All data is stored in the EU-OSHA datacentre at the premises of EU-OSHA.

## Request for information

For any further information regarding the handling of their personal data, data subjects can address their request to EU-OSHA Data Protection Officer at: [dpo\(at\)osha.europa.eu](mailto:dpo(at)osha.europa.eu).

## Recourse to the EDPS

Data subjects are entitled to make recourse to the European Data Protection Supervisor: <http://www.edps.europa.eu>, should they consider that the processing operations do not comply with the Regulation.

## Date when processing starts

Whenever a request is submitted via JIRA.

*Privacy statement last updated: 1/16/2023 12:12:32 PM*