
PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

EUROCONTROL Network Manager (NM) User Forum

EUROCONTROL protects your personal data in accordance with the [EUROCONTROL Regulation on Personal Data Protection](#) adopted by its Member States and published in 2008, and its [Implementing Rules](#) which were published in 2017.

1. Why do we collect, store and process your data? What is the NM User Forum?

This privacy statement concerns the processing of personal data by EUROCONTROL when managing the annual EUROCONTROL Network Manager User Forum.

We process your personal data because the processing is necessary for the performance of the tasks entrusted to the Organisation under EUROCONTROL Convention, its Annexes and other texts governing the Organisation.

The NM User Forum is the annual European Network Operations Event which offers the possibility for networking among stakeholders and to stay informed of the latest network operational developments.

In this context, personal data may be collected for the following purposes:

- registering participants to the EUROCONTROL NM User Forum;
- contacting participants via email/letter in advance of and after the event to provide relevant information;
- collecting and managing personal data related to security and control of access to the EUROCONTROL premises;
- storing registration details of participants for maintenance of EUROCONTROL historical database of past events;
- drafting minutes, and reports, about the event;
- (live) web-streaming and/or audio and video recording of speakers and participants, presentations of speakers, including on internet/intranet, in the context of the NM User Forum organised by EUROCONTROL, and
- publishing event recordings and pictures on EUROCONTROL intranet, website, newsletter, and online social media channels if the attendee has provided consent to it;
- creating networking opportunities through the sharing of participants' contact details if the attendee has provided consent to it;
- processing opt-ins (explicit consents, e.g. participation at event, subscription to a newsletter) collected through online registration form;
- collecting dietary requirements, if any indicated;
- collecting specific access requirements and/or requests for physical assistance if so indicated.

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Member States: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Kingdom.

We use photographs and recordings to promote the NM User Forum and the work that we do. This might be to advertise our programs and events, and to support our campaigning and advocacy work. We take photographs and recordings of people attending our programs and meetings. We always obtain prior permission from the individual to take and use their image and explain how we intend to use it. Our legal basis for using personal information for this purpose is consent, as requested at the moment of the registration to the forum.

2. What data do we collect, store and process about you?

In order to carry out the processing, we hold the following categories of personal data related to you:

- **Identification data:** We collect your first name, last name, title and e-mail. When a visa is required, we then also collect the passport or identity card number, the date of issue and expiry date and the place of birth. For security reasons, we collect in advance your date of birth and your nationality. Through the use of the website, online identifiers (device ID, IP address and/or cookie identifier) are automatically collected;
- **Professional background:** country of employment, job title/ function, name of company/ organisation;
- **Dietary requests** (if any indicated);
- **Specific access requirements** and/or requests for physical assistance;
- **Personal data available via audiovisual content** (e.g. photographs/pictures, photo shoots, presentations etc.) that might be available on the internet/intranet in the context of the event and in the framework of EUROCONTROL activities (only with the consent of each participant): voice recordings, video recordings, or an image of a data subject.

3. Who is your data disclosed to? Who has access to your data?

Access to your personal data is provided to EUROCONTROL staff and contractors responsible for the management of our relations with our Stakeholders and to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements (see further paragraph 7). It is stored in the Stakeholder Relationship Management database.

Authorised staff of EUROCONTROL have access to the personal data provided by participants for the registration to the event, lists of participants, mailing lists, paper files and electronic files containing information related to day-to-day correspondence. The data is necessary for the organisation and management of the event and follow-up activities.

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Authorised staff of EUROCONTROL processors and external contractors may be provided with the data relevant for them to provide the required logistical and organisational support. That may include mailing lists and/or drawing up their own mailing lists, and creation of their own paper/electronic records based on contacts with the panel members for the purposes of organising meetings. In this event, the safeguards under paragraph 8 below apply.

Security services may process prior to the event held at the premises of EUROCONTROL the personal data of the participants required for security purposes. Security services should be interpreted as services contracted by EUROCONTROL.

4. How long is your data kept?

EUROCONTROL only keeps your personal data for the time necessary to fulfil the purpose under paragraph 1 above.

Personal data related to the specific organisation and management of the event:

- Personal data provided during the registration, before, during or after the event will be stored for 6 months after the NM User Forum;
- All paper and electronic records concerning the day-to-day correspondence and reports containing aggregated data are kept for 6 months;
- The data processed for the purpose of **security and access to the EUROCONTROL** premises will be retained for a maximum period of 5 years, for the purpose of protecting specific EUROCONTROL interests (e.g. in the case of events leading to contentious issues)
- Personal data relating to **dietary** and/or **specific access** requirements will be deleted as soon as they are no longer necessary for the purpose for which they have been collected in the framework of the NM User Forum, and in any event no longer than 6 months after the event is held.

Recordings:

- Audiovisual material collected in the course of the event, will be kept for 3 years after the meeting/event before being deleted and remains always subject to a revocation of the consent of the person concerned.
- Recordings from the web-streamed meeting/event will be kept for 3 years before being deleted and remains always subject to a revocation of the consent of the person concerned.

Future mailing purposes

If you have provided your consent to, EUROCONTROL will process your email and contact details for future mailing purposes concerning events organised at EUROCONTROL that might interest you. This information will be deleted as soon as you communicate to us you no longer wish to

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receive EUROCONTROL mailings.

5. What are your rights under the EUROCONTROL Data Protection Regulation?

You have the right to access, rectify, complete and update your data option by contacting userforum@eurocontrol.int. You have the right to object to the use of your personal data in some circumstances. You may also delete your personal information. You have the right to request additional information about the handling of your personal data by contacting userforum@eurocontrol.int.

6. How can you withdraw consent you have given to EUROCONTROL?

Concerning the recordings (audio/visual material, photos) made during the event, concerning the personal data shared with the controller for future EUROCONTROL event related mailing purposes, you may withdraw your consent in any moment by contacting userforum@eurocontrol.int. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose you originally consented to.

7. What do we do to avoid misuse or unauthorised access to data concerning you?

EUROCONTROL is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure EUROCONTROL has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information collected from you: the data are protected against accidental or non-authorized destruction or loss, as well as against non-authorized access, modification or transmission. In particular, the systems in which data are stored are technically and logistically secured.

EUROCONTROL staff are under statutory confidentiality rules; contractors by default are under a contractual confidentiality clause; time-based contractors have signed an NDA.

8. What safeguards do we apply when we transfer your data to third parties?

We will not, under any circumstances, share with or sell your personal information to any third party for marketing purposes, and you will not receive offers from other companies or organisations as a result of giving your details to us.

9. Who can you contact if you have questions or want to make a complaint?

For any general queries related to your personal data, please contact: userforum@eurocontrol.int which is the NM User Forum team responsible for the processing of the personal data concerning you. Complaints can be addressed to EUROCONTROL's [Data Protection Officer](#).

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