

**Privacy statement on the protection of personal data in relation to the Copernicus World Heritage Hub Website Contact Form**

The European Union Agency for the Space Programme (EUSPA) is committed to protect your personal data and to respect your privacy. All personal data are dealt with in compliance with the applicable rules on the protection of natural persons regarding the processing of personal data by the Union institutions, bodies, offices, and agencies and on the free movement of such data (currently Regulation (EU) No 2018/1725).

This data protection information notice explains how EUSPA collects, manages, and uses data related to the online contact form on the Copernicus World Heritage Hub website [whh.euspa.europa.eu/](http://whh.euspa.europa.eu/)

**Identity of controller and data protection officer:**

Controller: European Union Agency for the Space Programme (EUSPA), Head of the Market, Downstream & Innovation Department, [whh@euspa.europa.eu](mailto:whh@euspa.europa.eu).

DPO: European Union Agency for the Space Programme (EUSPA), Data Protection Officer, [dpo@euspa.europa.eu](mailto:dpo@euspa.europa.eu)

**Purpose of processing (online contact form)**

- To provide a response to the queries submitted by web users.

**Data/Categories of data concerned:**

**Data collected via the online contact form:**

Data subjects submit the following mandatory data: name, email address, and any other information that may be included in the data subjects' message (free-text field).

**Recipients/Categories of recipients of the data processed:**

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

- A limited number of EUSPA staff managing the queries.
- Data processors: EUSPA engages external contractors which are bound by personal data protection rules equal to those applying to the EUSPA:
  - a limited number of staff of the EUSPA contractors, including its subcontractors, in charge of communication service.

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.

**Legal basis/Lawfulness of the processing:**

- Processing is based on the consent of the data subject (Art. 5(1)(d) of Regulation 2018/1725): all users must indicate their consent to the processing of the personal data by filling in and submitting the online consent form available on the Copernicus World Heritage Hub contact form website

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

1. Personal data is stored electronically on the servers of the EUSPA or of its contractors located in the EU, except for the EUSPA contractor in charge of providing cloud hosting servers (analysed in the section below).
2. Personal data will be retained therein for 3 years; once the retention period is over, personal data are destroyed.

To protect your personal data, EUSPA has put in place several technical and organisational measures. Technical actions address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the processing risk and the nature of the personal data being processed. Organisational measures involve limiting access to personal data to authorised individuals with a legitimate need to know for the specified processing operation.

EUSPA's contractors (processors) are bound by specific contractual clauses for any processing operations of your personal data on behalf of EUSPA. The processors have to put in place appropriate technical and organisational measures to ensure the level of security, required by EUSPA.

**Transfer of personal data to third countries:**

The EUSPA websites (incl. [euspa.europa.eu](http://euspa.europa.eu), [usegalileo.eu](http://usegalileo.eu), [cassini.eu](http://cassini.eu), [euspaceweek.eu](http://euspaceweek.eu), [euspa-ucp.eu](http://euspa-ucp.eu)) are hosted on servers established in the Union and/or by cloud hosting services providers which are certified under the EU-U.S. Data Privacy Framework, meaning that they provide an adequate level of protection of personal data.

**The data subjects' rights:**

Data subjects have the right:

- To obtain confirmation as to whether his or her personal data are being processed, access the data, and obtain detailed information on the processing.
- Of rectification of inaccurate personal data.
- Of erasure of personal data if the statutory provisions are met.
- Of restriction of processing if the statutory provisions are met.
- To data portability.
- To withdraw the consent to personal data processing at any time without affecting the
  - lawfulness of the processing before the consent's withdrawal.
- To lodge a complaint to the European Data Protection Supervisor at [EDPS@edps.europa.eu](mailto:EDPS@edps.europa.eu) should they consider that the processing operations do not comply with Regulation (EU) No 2018/1725.

Any request for the exercise of any of the abovementioned rights shall be addressed to the EUSPA Market Downstream and Innovation department ([whh@euspa.europa.eu](mailto:whh@euspa.europa.eu)). Data subjects are kindly requested to describe their requests explicitly.

**Contact information:**

- Regarding the processing of your personal data: [whh@euspa.europa.eu](mailto:whh@euspa.europa.eu)
- Regarding the interpretation, application, or breach of Regulation (EU) 2018/1725, please contact the EUSPA Data Protection Officer (DPO) at [dpo@euspa.europa.eu](mailto:dpo@euspa.europa.eu).