

Privacy Statement on processing personal data when managing visitor access at the EUIPO

The protection of your privacy is of high importance to the European Union Intellectual Property Office (EUIPO). The Office is committed to respecting and protecting your personal data and ensuring your privacy subject's rights. All data of a personal nature, namely data that can identify you directly or indirectly, will be handled fairly and lawfully and with due care.

This processing operation is subject to Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of individuals with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. The information in this communication is given pursuant to Articles 15 and 16 of Regulation (EU) 2018/1725.

1. What is the nature and the purpose(s) of the processing operation?

The management of visitor access at the EUIPO is organised on the basis of the use of:

- access cards to manage and monitor access to the EUIPO premises;
- specific authorisation for access of children under 18 years (hereafter minors), for whom EUIPO visitors are responsible.

Your personal data are processed to:

- avoid unauthorised individuals from entering the Office's installations;
- manage access of authorised individuals to the EUIPO premises depending on their access rights;
- ensure the security and safety of EUIPO visitors, installations, systems and patrimony.

Personal data processing is not used for any automated decision making, including profiling.

2. What personal data do we process?

The personal data collected when managing access to the EUIPO premises through the use of access cards are as follows:

- name, surname, ID/passport number and signature;
- access level (according to the zone for which access has been authorised);
- access related information (time and date of access and access control points where the card has been registered);
- number of the card and its chip number;

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The personal data collected to manage access for minors using the liability exemption form signed by the responsible adult is as follows:

- name, surname and date of birth of the minor;
- name, surname, personal number, ID/passport number and signature of the responsible adult.

3. Who is responsible for processing the data?

The processing of the personal data is carried out under the responsibility of the Infrastructures and Buildings Department (IBD) director, acting as the delegated EUIPO data controller.

Personal data are processed by the EUIPO internal security team, external security services provider 'Securitas' and its sub-contractor 'Nsecure'.

4. Who has access to your personal data and to whom is it disclosed?

The EUIPO security services team, the external security services provider and its subcontractor have access to personal data to manage access at the EUIPO.

Personal Data may also be available to technical support teams managing the tools used to manage access rights, as support teams have administrative rights over the data stored in these tools in order to fulfil their tasks. The personal data in question will not be communicated/transferred to third parties.

5. How do we protect and safeguard your information?

We take appropriate technical and organisational measures to safeguard and protect your personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access.

All personal data related to the access management procedures is stored in secure IT applications according to Office security standards of as well as in specific electronic folders accessible only to authorised people. EUIPO systems and servers are password protected and require an authorised username and password for access. The information is stored securely so as to safeguard the confidentiality and privacy of the data therein. Paper documents are locked in safe cupboards.

All individuals dealing with personal data related to access management procedures, sign a confidentiality declaration.

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6. How can you obtain access to information concerning you and, if necessary, rectify it? How can you receive your data? How can you request the erasure of your personal data or restriction of processing or object processing?

You have the right to access, rectify, erase, and receive your personal data, as well as to restrict and object to the processing of your data, in the cases foreseen by Articles 17 to 24 of Regulation (EU) 2018/1725.

If you would like to exercise any of these rights, please send a written query explicitly specifying your request to the delegated data controller, the IBD director.

Your request will be answered without undue delay, and in any event within one month of receipt of the request. However, according to Article 14(3) of Regulation (EU) 2018/1725, that period may be extended by a further 2 months where necessary, taking into account the complexity and number of the requests. The Office will inform you of any such extension within 1 month of receipt of the request, together with the reasons for the delay.

7. What is the legal basis for processing your data?

Processing is based on Article 5.1.(a) of Regulation (EU) 2018/1725.

Personal data is collected and processed in accordance with [Decision No ADM-17-26](#) regarding access to the database of the access control system and [EUIPO Physical security policy](#).

8. How long do we store your data?

Your personal data will be kept only for the time necessary to achieve the purpose for which it has been processed.

EUIPO visitors' personal data are stored for 3 months in the access management system and for 1 month on paper (in the document Risks Information Receipt).

The data regarding the access of minors to EUIPO installations is stored for a maximum period of two months from the date the visitor responsible for the minor signed the liability exemption form.

In the event of a formal appeal, all data held at the time of the formal appeal should be retained until the completion of the appeal process.

9. Whom should you contact if you have questions/queries concerning the processing of your personal data?

Should you have any queries/questions concerning the processing of your personal data, please address them to the data controller at the following email address: DPOexternalusers@euipo.europa.eu.

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You may consult the EUIPO Data Protection Officer at:
DataProtectionOfficer@euipo.europa.eu.

Forms of recourse

If your request has not been responded to adequately by the data controller and/or DPO, you can lodge a complaint with the European Data Protection Supervisor at:
edps@edps.europa.eu.