



RECORD OF PERSONAL DATA PROCESSING
“REA contact form on Europa”

Art. 31 of the *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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC* (henceforth “the Regulation”)

Record n°

44

In accordance with Article 31 of the data protection regulation, individuals whose personal data are processed by the Executive Agency in any context whatsoever are to be protected with regard to the processing of personal data and the Executive Agency has to keep records of their processing operations.

This record covers the following processes:

- 1) Mandatory records under Art 31 of the data protection regulation*
- 2) Compliance check and risk screening*

The ground for the record is (tick the relevant one):

- Regularization of a data processing activity already carried out.*
 - Record of a new data processing activity prior to its implementation.*
 - Change of a data processing activity.*
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PART 1 (This part may be public) Name of the processing operation		
1	Creation and last update of this record (if applicable)	Record 44 - Date of creation: Ref. Ares(2023)3051419 - 02/05/2023. Current update: July 2025
2	Title and one-sentence description of the processing	REA contact form on Europa
(This part may be public) Part 1 - Article 31 Record		
2a	Legal basis	<ul style="list-style-type: none"> - Article 5(1)(a) of the Regulation, the processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in REA by the following legal acts: - Council Regulation (EC) No 58/2003 laying down the statute for executive agencies; - COMMISSION IMPLEMENTING DECISION (EU) 2021/173 of 12 February 2021 establishing the European Climate, Infrastructure and Environment Executive Agency, the European Health and Digital Executive Agency, the European Research Executive Agency, the European Innovation Council and SMEs Executive Agency, the European Research Council Executive Agency, and the European Education and Culture Executive Agency and repealing Implementing Decisions 2013/801/EU, 2013/771/EU, 2013/778/EU, 2013/779/EU, 2013/776/EU and 2013/770/EU; - COMMISSION DECISION C(2021)952 of 12.2.2021 delegating powers to the European Research Executive Agency with a view to the performance of tasks linked to the implementation of Union programmes in the field of Research and Innovation, Research of the Fund for Coal and Steel and Information Provision and Promotion Measures concerning Agricultural Products comprising, in particular, implementation of appropriations entered in the general budget of the Union; - (a2) processing of personal data necessary for the management and functioning of the Union Institutions or bodies (Recital (22) of the Regulation); - Article 5(1)(d) of the Regulation, the processing of personal data is based on data subjects' consent for any personal data indicated voluntary in the enquiry.
3	Function and contact details of the controller	<p>The controller is the European Research Executive Agency (REA), represented by its Director. For organisational reasons, the role of the data controller has been entrusted by the Director to the delegated controller and is exercised by the Head of Unit REA.D1 – Planning, Knowledge and Compliance.</p> <p>The data controller may be contacted via functional mailbox: REA-INFO@ec.europa.eu</p>
4	Contact details of the Data Protection Officer (DPO)	REA-DATA-PROTECTION-OFFICER@ec.europa.eu

5	Name and contact details of joint controller (where applicable)	Joint controllership is involved <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
6	Name and contact details of processor (where applicable)	Processors are involved in the processing <input checked="" type="checkbox"/> yes <input type="checkbox"/> no: DG Communication The REA contact form is a functionality accessible via the Agency website through which individuals and organisations may send enquiries on activities related to the programmes managed by REA. The Europa domain belongs to the '.eu' top level domain established by Regulation EC 733/2002 and is managed by DG Communication Unit B3 'Europa Web Communication' (contact: Europamanagement@ec.europa.eu). Since 2005, the Europa domain has been used by the EU institutions for their online communications and groups websites from all EU institutions. The general Europa privacy policy is accessible to visitors via the REA website .
7	Purpose of the processing	Personal data are processed to receive and respond to external enquiries such as from potential applicants, beneficiaries, candidates for recruitment, researchers etc. Concretely, the enquiries are received by REA Communication and Policy Feedback sector via the functional mailbox REA-INFO@ec.europa.eu accessible on the Agency webpage on Europa . Depending on the nature of the request, the Communication and Policy Feedback sector either responds directly via the functional mailbox or forwards the enquiry internally to another competent service of REA, other Executive Agencies or the Commission. Data subjects are informed in the reply received about which service their enquiry has been forwarded to. When the reply is provided by another service than the REA Communication and Policy Feedback sector REA-INFO@ec.europa.eu is copied in the reply to allow the Communication and Policy Feedback sector to close the enquiry.
8	Description of the categories of data subjects	Individuals, under both their personal capacity as well as representatives of legal persons, from the EU and third-countries, who may contact the Agency for different purposes related to its activities.
9	Description of personal data categories Indicate all the categories of personal data processed and specify which personal data are being processed for each category (between brackets under/next to each category):	Categories of personal data: <input checked="" type="checkbox"/> Identification data (First name and last name - mandatory) <input checked="" type="checkbox"/> Contact data (E-mail address – mandatory) <input type="checkbox"/> Education related data <input type="checkbox"/> Employment related data <input type="checkbox"/> Financial data

		<input type="checkbox"/> Data necessary for management of procedural/evaluation/performance related aspects: <input checked="" type="checkbox"/> Authentication and access data (IP address) <input type="checkbox"/> Special category of data <input checked="" type="checkbox"/> Other incidental and unsolicited data (personal data the sender might want to add in the message sent via the form)
10	Retention time (time limit for keeping the personal data)	<p>REA applies the principles and retention periods indicated in the Common Retention List of the Commission by analogy. The emails and related personal data are stored in Outlook for six months and for two years in Ares following manual registration by the authorised staff.</p> <p>Is any further processing for archiving purposes in the public interest, historical, statistical or scientific purposes envisaged?</p> <p><input checked="" type="checkbox"/>yes <input type="checkbox"/>no</p> <p>Data are also processed for statistical purposes to monitor general trends in the enquiries. The data gathered and related analysis do not allow to identify the data subjects and are not published.</p>
11	Recipients of the data	<p>Who will have access to the data within the Agency and for which purposes?</p> <ul style="list-style-type: none"> • Authorised staff of the REA Communication and Policy Feedback sector of Unit REA.D1 to reply the enquiry; • Authorised staff of other REA departments and units to which the Communication and Policy Feedback sector may forward the enquiry to ensure an appropriate reply. <p>Who will have access to the data outside the Agency and for which purpose?</p> <ul style="list-style-type: none"> • Authorised staff of other European Union institutions, bodies or agencies to which the REA Communication and Policy Feedback sector may forward the enquiry to ensure an appropriate reply; • Authorised staff of DG COMMUNICATION as processor, for data collected with first-party cookies during the visit of the REA website. <p>In addition, data may be disclosed to public authorities, which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law and shall not be regarded as recipient (such as the European Court of Justice, OLAF, EPPO, etc.). The processing of those data by those public authorities shall comply with the applicable data protection rules according to the purpose of the processing.</p> <p>Any transmission is restricted to the information necessary for the legitimate performance of their tasks. They are reminded of their obligation not to use the data received for other purposes than the one for which they were transmitted. If the transfer entails a change of purpose, it is expressly provided for in law and the data subject is informed of it.</p>

		In case a staff member of the Agency moves to another Executive Agency or another EU institution, data residing under SYSPER may be automatically transferred.
12	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	Data is transferred to countries outside the EU or EEA <input type="checkbox"/> yes <input checked="" type="checkbox"/> no Data is transferred to international organisation(s) <input type="checkbox"/> yes <input checked="" type="checkbox"/> no
13	<u>General</u> description of the technical and organisational security measures	The datasets are safeguarded in the Data Center of the European Commission, and therefore covered by the numerous defensive measures implemented by DIGIT to protect the integrity and confidentiality of the electronic assets of the Institution. The login and the passwords are managed by the common certification service of the European Commission (ECAS). The responsible human resource managers in REA have access to the specific data they need to fulfil their management tasks. All further access to other persons must be communicated to the staff member concerned.
14	Data subject rights/restrictions	A data subject can submit a request concerning access, rectification, erasure, restriction or objection to processing of their personal data to the Controller (Article 14(3) of Regulation (EU) 2018/1725) by sending their request to the to the email of the controller indicated in the record. The right to information, access, rectification, erasure, restriction or objection to processing, may be restricted only under certain specific conditions as set out in the applicable Restriction Decision for REA , in accordance with Article 25 of the Regulation. Restrictions may also apply due to communication of a personal data breach or due to the confidentiality of electronic communications. Further to the above, data subjects may contact the REA Data Protection Officer (DPO): REA-DATA-PROTECTION-OFFICER@ec.europa.eu In case of conflict, complaints can be addressed to the European Data Protection Supervisor: EDPS@edps.europa.eu
15	Information to data subjects/Data protection notice (DPN)	A Data Protection Notice (DPN) relevant to this data processing is available in the REA public register of records and it is transmitted by the data controller to the data subjects, where applicable.