



**PRIVACY NOTICE ON PERSONAL DATA PROTECTION REGARDING  
 Provision of end-user support (ICT Service Desk) for F4E suite of applications and tools as well as  
 provision and support of ICT equipment**

The objective of this Notice is to inform you about the collection and processing of your personal data in line with the applicable Data Protection Regulation 2018/1725<sup>1</sup>.

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**1. Why does F4E process my personal data?  
Whose data is processed?**

The F4E ICT Unit has set-up a function (the ICT Service Desk) with the goal of providing end-user support on matters related to the use of F4E suite of applications and tools as well as to provide and maintain ICT equipment (e.g.: laptop computers, smartphones etc.). The support is carried out by F4E ICT Unit staff and staff working for external companies based in Spain.

For F4E staff and externals based in Cadarache the Service Desk function will be carried out locally by ITER IO IT Service Desk. For a reduced number of applications (ICP applications) second level support may be escalated to ITER IO IT technicians operating from France.

**2. What is the justification for the processing?**

Processing of your data is necessary for the **performance of F4E tasks** on the basis of the F4E founding instrument and/or other legal instrument adopted on the basis thereof or for compliance with a specific legal obligation F4E is subject to.

It is based on:

Council Decision of 27 March 2007 “establishing the European Joint Undertaking for ITER and the Development of Fusion Energy and conferring advantages upon it” - 2007/198/Euratom, as last amended by Council Decision of 10 February 2015 (2015/224 Euratom), O.J. L 37, 13.2.2015, p.8, in particular Article 6 thereof;

Statutes annexed to the Council Decision (Euratom) No 198/2007 “establishing the European Joint Undertaking for ITER and the Development of Fusion Energy and conferring advantages upon it”, as last amended on 10 February 2015, in particular Article 10 thereof;

### 3. Which data is F4E processing?

(a) General personal data:

Identification data: first name, family name, displayed name, e-mail address, phone number (fixed and/or mobile), Office location and number, start date of contract, contract type, end date of contract.

(b) Sensitive personal data (Article 10)

None

Note: During the processing of end-user’s requests and reported incidents, the end-user may share with the ICT Service Desk technician personal data like the one that may be contained in a document or e-mail body. Such Personal Data may in principle belong to any category, it will strictly be used with the goal to give support to the user. Other than in some exceptional support situations the Service Desk technicians shall never ask for accessing any such information.

### 4. Who has access to my data?

The following people have access to your personal data:

- F4E ICT Unit staff;
- Staff working for external companies based in Spain supporting the F4E ICT Service Desk.
- ITER IO IT responsible officers in charge of the processing (only for F4E staff and contractors based at the Cadarache site and for ICP applications support).

Also, only if appropriate and necessary, for monitoring or inspection tasks, access may be granted to:

- Director of F4E
- Head of Admin
- Head of the Legal Service Unit, and/or responsible Legal Officer
- F4E Data Protection Officer and Anti-Fraud & Ethics Officer
- IAC, IAS, ECA, IDOC

### 5. How long does F4E store my data?

Maximum two years after the closure of the ticket/account.

### 6. Does F4E intend to transfer my data to third countries or International Organizations?

F4E intends to transfer the personal data to ITER IO.

### 7. What are my rights in relation to my data and how can I exercise them?

You have the right to access your personal data, to correct any inaccurate or incomplete data, to request restriction or erasure, or to object to the processing, pursuant to Articles 14(3) and 17-23 of Regulation 2018/1725.

Any request to exercise one of those rights should be directed to the Controller (DP-ICT@f4e.europa.eu). Where you wish to exercise your rights in the context of one or several specific processing operations or files, please provide their description and reference(s) in your request.

Exceptions based on Article 25 of Regulation 2018/1725 may apply [See Governing Board Decision of 9 December 2019<sup>2</sup>]. In that case, the data subject shall be informed of the principal reasons for applying such restrictions.

### 8. Contact details of the Data Protection Officer

You may contact the Data Protection Officer (DPO) of F4E (DataProtectionOfficer@f4e.europa.eu) with regard to issues related to the processing of your personal data under Regulation 2018/1725.

### 9. Right of recourse

You have the right of recourse to the European Data Protection Supervisor ([EDPS@edps.europa.eu](mailto:EDPS@edps.europa.eu)), if you

consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by F4E.

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<sup>1</sup> Regulation 2018/1725 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”. O.J 21.11.2018, L295/39.  
This Privacy Notice is in line with Article 14 and 15 of that Regulation (Principle of Transparency).

<sup>2</sup> [O.J., 10.02.2020, L 37/18.](#)