



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: Processing of feedback from meetings served by DG Interpretation through Meeting Reports ("RdS" - Rapports de Séances)

Data Controller: DG Interpretation, SCIC.B.3 "RdS Team"

Record reference: DPR-EC-25612

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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [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 (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to processing operation “*Processing of feedback from meetings served by DG Interpretation through Meeting Reports ("RdS" - Rapports de Séances)*” undertaken by Unit SCIC.B.3 “RdS Team” from DG Interpretation of the European Commission is presented below.

2. Why and how do we process your personal data?

Purpose of the processing operation: The mission of DG Interpretation (SCIC) is to facilitate the EU's democratic multilingual decision-making process by providing high-quality conference interpretation to EU institutions, bodies and agencies of the European Union, in Brussels and elsewhere and delivering corporate conference organisation and meeting room management services across the Commission.

In order to meet these objectives and constantly improve the quality of its services, it is vital for SCIC to receive feedback from the meeting organisers and SCIC interpreters who service the meetings. This feedback, that includes aspects of the interpretation, organisation and technical equipment, is collected via the SCIC internal application “Rapport de Séance (RdS -Meeting Reports)” and is then dispatched to the relevant services in SCIC.

The relevant SCIC services will then follow up and take the necessary measures to tackle the various issues and improve the situation for future meetings.

I. Creation of a meeting report: Who can fill in a Meeting Report (RdS)?

RdS as a feedback tool is accessible to 1) The Head of the Interpretation Team that is assigned to the meeting and 2) to the Meeting Organiser who requested the meeting.

1. Head of Interpretation Team (HIT):

The Team of interpreters who are assigned to a meeting are coordinated by a Head of Interpretation Team (HIT). After the meeting, the HIT opens the RdS application by clicking on the link “Rapport de séance” displayed in his/her working programme under the title of the meeting. The HIT then describes any issues encountered by the interpretation team during the meeting by completing these main sections:

- Titles/Times: exact working times of the interpreters for each session
- Technical Equipment: soundproofing, ventilation/air conditioning in the booth, interpreters’ console, headphones, overall sound quality, sound and connectivity issues of online participants (for hybrid meetings), etc.
- Meeting Preparation: availability of all the meeting documents that are necessary to prepare for the meeting (agenda, list of participants, speaking notes, ppt, etc.)
- Incidents: anything unusual that happened during that meeting and that requires follow-up
- General Comments: comments that do not fall into the other sections

The HIT saves the report and submits it via the RdS-application. The HIT is not obliged to write

anything, as feedback is not compulsory. If there is nothing particular to report about the meeting, HITs can submit an empty report in the RdS system.

The information thus provided by the HIT allows the services to improve their quality by:

- obtaining complete meeting documentation and speaking notes, delivering targeted terminology to the interpreters, training them and the technical staff, assigning teams of interpreters that match actual needs in terms of language coverage and meeting format (high-level, in person, videoconference, consecutive, simultaneous etc.) and topic (specialised/experienced interpreters);
- ensuring the proper functioning of technical equipment for future meetings;
- identifying recurrent problems linked to a specific meeting or a specific DG and reach out to the meeting organisers of these DG accordingly;
- targeting measures and policies related to hybrid meetings with interpretation via Simultaneous Interpretation Delivery Platforms (SIDP);

2. Meeting Organiser:

After the meeting, the Commission staff who booked a meeting room and interpretation provided by SCIC receives a notification to provide feedback about their level of satisfaction with the services provided by SCIC, notably:

- procedure for requesting the meeting,
- Help Desk
- logistics – Room Equipment
- logistics – Technical Assistance
- whether the language regime matched the needs of the participants
- quality of interpretation
- general level of satisfaction

Feedback from meeting organisers is not compulsory. HITs don't have access to the part of the report that is reserved to meeting organisers and meeting organisers don't have access to the part of the report reserved to HITs.

II. Processing of the Meeting Reports

Once HITs and meeting organisers have completed and submitted their meeting reports via the RdS application, the RdS team in SCIC.B.3 performs the following data processing operation: according to the comments reported by HITs and meeting organisers in the different sections of the meeting report, they record and assign the various sections of the meeting reports to the relevant SCIC recipient services for follow-up, according to a list of recipients at all levels of the hierarchy and in all services. This list is regularly updated to take into account changes in staff and procedures.

The recipient services (see point III) read the sections assigned to them and write their comments in the corresponding editable fields of the report in the RdS application. Then they click on the button "section processed" and save their section of the report.

Once all recipient services have replied, the RdS Team in SCIC.B.3 can close the report in the RdS system. Now, the HITs can consult it to see the various reactions to their comments. If the HIT didn't write any feedback and submitted an empty report in the RdS application, the RdS-team will close the report without assigning it to any SCIC service.

III. The recipient services of DG Interpretation acknowledge and process the information contained in the meeting reports and assigned to them according to their specific procedures and take the appropriate measures to follow up on the interpreters' or the organisers' feedback (more under TAB V):

This record of processing covers the processing of feedback data submitted by Heads of Interpretation Teams and meeting organisers through the internal SCIC application RdS (Rapports de Séance- Meeting Reports), whose purpose is to centralise feedback over meetings serviced by

SCIC to facilitate the communication between the various units in SCIC and the recipients of their services, so that SCIC can improve the quality of their services.

Your personal data will not be used for an automated decision-making including profiling.

3. On what legal ground(s) do we process your personal data

We process your personal data, because:

(a) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body

Public interest includes the processing operations needed for the management and functioning of the European Institutions.

The processing is necessary with a view to complying with Article 33.1 (a) (b) and (c) of the Regulation 2018/1046 that refers to the performance and principles of economy, efficiency and effectiveness.

4. Which personal data do we collect and further process?

In order to carry out this processing operation Unit SCIC.B.3 “RdS Team” from DG Interpretation of the European Commission collects the following categories of personal data:

Administrative data of the people who deal with the different sections of the report:

- HIT who fills in the RdS: name, timestamp of the creation of the report and possible updates
- Colleagues from RdS team in SCIC.B.3 who process the report: name, timestamp of the processing for each field processed in the report, initials (of first and last name), comments and date/timestamp of the colleague who attributed the RdS to the various units for feed-back and follow-up
- Colleagues in SCIC to whom the report is attributed for comments: name, timestamp of the processing for each field processed in the report, initials (of first and last name) of the recipient
- Meeting organiser who submits feedback of the meeting: nomac, timestamp of the processing for each field processed in the report

Personal data contained in the report:

- Comments by meeting organizers about interpretation / work of interpreters and technical services for a specific meeting (names): unit SCIC.B.3 RdS team attribute/dispatch this data to the relevant SCIC units/Directorates who process them according to their specific manner of fulfilling SCIC’s mission.
- Personal data may be inserted in the various sections of the RdS by HIT and other initiators of the RdS and/or by the “recipient” services in SCIC

The provision of personal data is not mandatory.

Some personal data are not obtained directly from the data subjects in case of personal data about participants / SCIC staff (interpreters, technicians, ...) /ACIs reported by HIT and other SCIC staff or organiser in RdS. The RdS Team in SCIC.B.3 get the meeting report submitted by the Head of Interpreting Team (HIT) who is the author of the report.

5. How long do we keep your personal data?

Unit SCIC.B.3 “RdS Team” from DG Interpretation of the European Commission only keeps your

personal data for the time necessary to fulfil the purpose of collection or further processing, namely for 2 years after the creation of the Meeting Report in the system.

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the European Commission. All processing operations are carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures in place. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

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

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

The RdS team in SCIC.B.3 assigns the feedback contained in the meeting reports filled in by the HITs and/or other SCIC technical staff involved in the meeting to the following units/Directorates in SCIC according to their involvement in the meeting:

- Heads of Interpreting Units and Departments in Directorate A => issues linked to interpretation for EU languages
- SCIC.B.1: capacity-building for enlargement => issues linked to interpretation for enlargement-countries' languages
- SCIC.B.2: programming, planning, missions, ACI recruitment => assignment of interpreters to meetings, follow-up of interpreters' missions (meetings outside Brussels), recruitment of Accredited Conference Interpreting Agents (ACIs)
- SCIC.B.3: meeting preparation and documentation => contact with meeting organisers to provide the necessary meeting documents for interpreters; New Delivery Modes team => awareness-raising of organisers to the specific requirements for hybrid/online meetings with interpretation via platforms; SCIC antenna for Council, EESC and COR => in charge of meetings with interpreters provided by SCIC in the Council, EESC and COR
- SCIC.B.4: ACI payment => payment of ACIs (travel time on missions, etc...)
- SCIC. C.1: when involved in the management of a conference or event with an external communication component
- SCIC.C.4: logistical and technical assistance => problems with technical equipment of the meeting rooms and in the interpretation booths
- SCIC.C.5: compliance team and setup for sign-language interpretation

Access rights to the application are granted on a need-to-know basis according to two categories: “administrator” (RdS-team and IT staff in charge of development and maintenance of the application) and “user” (staff to whom meeting reports are dispatched for follow-up). Users can only search, open and edit the editable field of the meeting report that has been attributed to them.

8. What are your rights and how can you exercise them?

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) on grounds relating to your particular situation.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under Heading 10 below) in your request.

9. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller at SCIC-Suivi-des-reunions@ec.europa.eu

- The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (supervision@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 the Data Controller.

10. Where to find more detailed information?

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO’s public register with the following Record reference: DPR-EC-25612.