

Data protection notice for the Enterprise Europe Network IT platform

One of your rights under EU law is that you must be informed when your personal data – also known as personal information – is processed (collected, used, stored) by any organisation including one of the EU institutions. You also have the right to know the details and purposes of that processing.

Your personal data is processed in accordance with [Regulation \(EU\) No 2018/1725](#) 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 data controller of the processing operation is the [Head of the Unit I-02. SMP/COSME Pillar](#) of the European Innovation Council and SME Executive Agency (EISMEA).

The **legal basis** of the processing operation are in particular:

- Article 5(a) of Regulation (EU) 2018/1725, because 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; this is the obligation to implement the Programme for the Competitiveness of Enterprises and Small and Medium-sized Enterprises (COSME) 2014-2020 (see [Commission Implementing Decision 2013/771/EU](#) establishing the 'Executive Agency for Small and Medium-sized Enterprises').
- Article 5(b) of Regulation (EU) 2018/1725, because processing is necessary for compliance with a legal obligation to which the controller is subject.
- Article 5(c) of Regulation (EU) 2018/1725, because processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.
- Article 5(d) of Regulation (EU) 2018/1725, because the data subject has given consent to the processing of his or her personal data for one or more specific purposes.

The purpose of the data processing

The purposes of this data processing are to provide the interested public with:

- information about the functioning of the Enterprise Europe Network
- replies to requests for information submitted via web [contact forms](#)

Web contact forms: personal data included in contact forms is collected only to the extent necessary to reply. If the EISMEA support team in charge of the mailbox is unable to answer your question directly, it will forward your e-mail to another service in EISMEA or in the European Commission, or to an Enterprise

Europe Network member organisation. You will be informed, via e-mail, about which service your question has been forwarded to. If you have any questions about the processing of your e-mail and related personal data, do not hesitate to include them in your message.

Email alerts: when you fill in the alert subscription form, the mandatory fields marked with an asterisk (*) are necessary for the verification of your data so we can create an account.

This site serves also as an access point to the Network where partners to the Enterprise Europe Network and interested third parties establish contacts. Via the home page of this site, registered users can access the Intranet and Partnering tools of the Enterprise Europe Network. Access to these tools is available only to registered users based on different user profiles.

Registered users may also be contacted proactively in relation to services provided to them by the Enterprise Europe Network.

Data collected and data recipients

The following of your personal data are collected: your first name, last name, e-mail address are **mandatory** for the purpose(s) outlined above.

In addition, the following **non-mandatory** personal data are collected: photo, title, maiden name, phone number, professional bio (about me), job title, area of responsibility, language skills, competencies and expertise, CV, your LinkedIn/Twitter account, activities in the Network like training that you follow or events that you attend. These can only be processed based on your explicit prior consent.

The **recipients** of your data will be EISMEA staff members and the advisers of the Enterprise Europe Network who are respectively responsible for the management of the site and for the activities of the Network. Your data can be transferred to organisations which are members of the Enterprise Europe Network, in all the [countries it is present](#).

The following safeguards are in place for this transfer:

- standard contractual clauses in contracts with Enterprise Europe Network member organisations
- obligation for Network users to accept the application of the present data protection notice when processing personal data

The information in question can be transferred to bodies charged of monitoring or inspection tasks in application of Union law (e.g. internal audits, European Anti-fraud Office-OLAF). Third parties, such as external service providers having signed a service contract with EISMEA, may also have access to your data, where necessary for the purposes outlined above.

Your rights

You have the right to:

- access your personal data and to request your personal data to be rectified, if the data is inaccurate or incomplete
- where applicable, you have the right to request a restriction or to object to processing, to request a copy or erasure of your personal data held by the data controller

If processing is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing based on your consent before its withdrawal.

Your request to exercise one of the above rights will be dealt with without undue delay and within **one month**.

Your data will be removed immediately after your request to delete your account, except for data of staff of organisations which are members of the Enterprise Europe Network that are necessary for audit purpose which are kept for five years after the request for deletion of the account. The name of participants to events is kept for two years after the end of the event.

Questions about data protection

If you have any queries concerning the processing of your personal data, you may address them to the Data controller Head of Unit I-02. SMP/COSME Pillar via [this contact form](#).

You have right of recourse at any time to the EISMEA Data protection officer and the [European Data Protection Supervisor](#).

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Disclaimer

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