

IGSR helpdesk RT

1.2 Is the service processing personal data?:

Yes

1.3 Which teams at EMBL-EBI provide the service?:

Select the team:

Flicek research group

Who is the main contact person to ask information about the day to day operation of service?:

Susan Fairley

Who is the EMBL-EBI GTL in this team responsible for the service?:

Paul Flicek

4.1 Who does the service share personal data with?:

EMBL-EBI staff running the service under the direct authority of the GTL responsible for the service
EMBL-EBI staff providing support to run the service and that are not under the direct authority of the GTL responsible for the service

2.2 Personal data obtained from the users:

2.2.1 What types of personal data come directly from users of the service?:

Name

Email address

Username

IP addresses

Date and time when the support request was sent

2.2.2 Why does the service process personal data from users?:

To provide the user access to the service

To better understand the needs of the users and guide future improvements of the service

To check that the Terms of Use of the service are followed

To conduct and monitor data protection activities

To create anonymous usage statistics

To conduct and monitor security activities

2.1 Where does the service get personal data from?:

Directly from users of the service

3.1 Who has a say in deciding how personal data is processed by this service?:

Only the EMBL-EBI or EMBL team/s providing the service

5.1 How long will you keep the personal data you get from the user?:

Some personal data from the user will be retained even if the service ceases to be live. EMBL-EBI will keep the personal data for the minimum amount of time possible to ensure legal compliance and to facilitate internal and external audits if they arise.

6.1 What are the technical security measures you use to protect the personal data?:

Access to the Virtual Machine and the database stored in it requires authentication

Access to systems running the Virtual Machine is under staff access rights and authentication

Running platform with all security patches installed as released

Daily data backup available

6.2 What are the organisational security measures you use to protect the personal data?:

Access to data centre restricted to limit personal by access card

Administrative access to systems and machines is restricted to specific staff members

What is the lawful basis for processing personal data? :

Legitimate interests. To allow the day-to-day management, operation and functioning of EMBL-EBI or EMBL

1.6 Are EMBL teams that are not EMBL-EBI teams involved in providing the service and processing personal data? :

No

5.1b How and why did you decide to keep the personal data you get from the user during the time limit you mentioned?:

It was a decision taken at some point during the project execution.

4.3 Who has access to the personal data processed by the service?:

Only specific individuals

4.4 Please, provide the full name of the individuals that have access to the personal data processed by the service:

Astrid Gall, Ben Moore, Erin Haskell, Emily Perry, Ernesto Lowy, Paul Flicek, Laura Clarke, Magali Ruffier, Susan Fairley

4.5 Which teams at EMBL-EBI providing support to run the service, and not under direct authority of the GTL responsible for the service?:**Team name:**

Systems Applications

What types of personal data are provided to this EMBL-EBI team from the service?:

Name

Email address

Username

IP addresses

Date and time when the support request was sent

1.4 Are organisations outside of EMBL involved in providing the service and processing personal data?:

No

Record of processing activities:

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Record of processing activities for IGSR helpdesk RT

Information from the Data Controller/s

Name and contact details of the controller, the controller's representative and the data protection officer.

The EMBL data controller's contact details are:

Rolf Apweiler and Ewan Birney, EMBL-EBI Directors

Email: data-controller@ebi.ac.uk

EMBL-EBI, Wellcome Genome Campus, CB10 1SD Hinxton, Cambridgeshire, UK.

The EMBL Data Protection Officer's contact details are:

EMBL Data Protection Officer

Email: dpo@embl.org

EMBL Heidelberg, Meyerhofstraße 1, 69117 Heidelberg, Germany

Description of the categories of data subjects and of the categories of personal data.

The categories of data subjects are:

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We obtain personal data from the users of the service. The following data categories are processed in relation to them:

Name

Email address

Username

IP addresses

Date and time when the support request was sent

Purposes of the processing of personal data.

The controller will only use the personal data provided by the user to:

- To provide the user access to the service
- To better understand the needs of the users and guide future improvements of the service
- To check that the Terms of Use of the service are followed
- To conduct and monitor data protection activities
- To create anonymous usage statistics
- To conduct and monitor security activities

Categories of recipients to whom the personal data have been or will be disclosed including recipients in third countries or international organisations.

The personal data will be disclosed to:

Authorised EMBL-EBI staff.

Where applicable, indicate if there are transfers of personal data to a third country or an international organisation, including the identification of that third country or international organisation and, in the case of transfers necessary for the performance of a contract between the data subject and the controller or the implementation of pre-contractual measures taken at the data subject's request, the documentation of suitable safeguards.

There are no personal data transfers to third countries or to international organisations.

Where possible, define the envisaged time limits for erasure of the different categories of data.

Any personal data directly obtained from the data subject will be retained even after the service is not longer running and after the data subject has finished using the service. EMBL-EBI will keep the personal data for the minimum amount of time possible to ensure legal compliance and the possibility to undergo internal and external audits.

Where possible, a general description of the technical and organisational security measures.

Technical security measures:

- Access to the Virtual Machine and the database stored in it requires authentication
- Access to systems running the Virtual Machine is under staff access rights and authentication
- Running platform with all security patches installed as released
- Daily data backup available

Organisational security measures:

- Access to data centre restricted to limit personal by access card
- Administrative access to systems and machines is restricted to specific staff members

Information about the Data Processor/s

Name and contact details of the processor or processors and of each controller on behalf of which the

processor is acting, and, where applicable, of the controller's or the processor's representative, and the data protection officer.

Not applicable

Data Protection Impact Assessment

Is this type of processing in particular using new technologies, and taking into account the nature, scope, context and purposes of the processing, likely to result in a high risk to the rights and freedoms of natural persons?

Not applicable

I, the service legal responsible, determines the purposes and means of the personal data processing activities described above.

In "Location" "Country" the "Day/Month/Year".

Signature:
Paul Flicek

Privacy notice:

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Privacy notice for IGSR helpdesk RT

This Privacy notice explains what personal data is collected by the specific EMBL-EBI service you are requesting, for what purposes, how it is processed, and how we keep it secure.

Who controls your personal data and how to contact us?

The EMBL data controller's contact details are:

Rolf Apweiler and Ewan Birney, EMBL-EBI Directors
Email: data-controller@ebi.ac.uk
EMBL-EBI, Wellcome Genome Campus, CB10 1SD Hinxton, Cambridgeshire, UK.

The EMBL Data Protection Officer's contact details are:

EMBL Data Protection Officer
Email: dpo@embl.org
EMBL Heidelberg, Meyerhofstraße 1, 69117 Heidelberg, Germany

Which is the lawful basis for processing your personal data?

Processing your personal data is necessary for our legitimate interest of allowing the day-to-day management, operation and functioning of EMBL.

What personal data do we collect? How do we use this personal data?

We collect the following personal data:

Name
Email address
Username
IP addresses

Date and time when the support request was sent

We will use the personal data:

- To provide the user access to the service
- To better understand the needs of the users and guide future improvements of the service
- To check that the Terms of Use of the service are followed
- To conduct and monitor data protection activities
- To create anonymous usage statistics
- To conduct and monitor security activities

Who will have access to your personal data?

The personal data will be disclosed to:

- Authorised EMBL-EBI staff.

Will your personal data be transferred to third countries (i.e. countries not part of EU/EAA) and/or international organisations?

There are no personal data transfers to third countries or to international organisations.

How long do we keep your personal data?

Any personal data directly obtained from you will be retained even if the service is withdrawn. We will keep the personal data for the minimum amount of time possible to ensure legal compliance and to facilitate internal and external audits if they arise.

Your rights regarding your personal data

You have the right to:

- Not be subject to decisions based solely on an automated processing of data (i.e. without human intervention) without you having your views taken into consideration.
- Request at reasonable intervals and without excessive delay or expense, information about the personal data processed about you. Under your request we will inform you in writing about, for example, the origin of the personal data or the preservation period.
- Request information to understand data processing activities when the results of these activities are applied to you.
- Object at any time to the processing of your personal data unless we can demonstrate that we have legitimate reasons to process your personal data.
- Request free of charge and without excessive delay rectification or erasure of your personal data if we have not been processing it respecting the EMBL Internal Policy for Data Protection.

It must be clarified that rights 4 and 5 are only available whenever the processing of your personal data is not necessary to:

- Comply with a legal obligation.
- Perform a task carried out in the public interest.
- Exercise authority as a data controller.
- Archive for purposes in the public interest, or for historical research purposes, or for statistical purposes.

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Published on EMBL-EBI content (<https://content.ebi.ac.uk>)

- Establish, exercise or defend legal claims.

Uniform Resource Identifier (URI):

igsr-helpdesk-rt

Workflow review state:

Published on www
