

To make Commission websites work properly, we sometimes place small data files called cookies on your device.

## What are cookies?

A cookie is a small text file that a website stores on your computer or mobile device when you visit the site.

- **First party cookies** are cookies set by the website you're visiting. Only that website can read them. In addition, a website might potentially use external services, which also set their own cookies, known as **third-party cookies**.
- Persistent cookies are cookies saved on your computer and that are not deleted automatically when you quit your browser, unlike a session cookie, which is deleted when you quit your browser.

Every time you visit the Commission's websites, you will be prompted to **accept or refuse cookies**.

The purpose is to enable the site to remember your preferences (such as user name, language, etc.) for a certain period of time.

That way, you don't have to re-enter them when browsing around the site during the same visit.

Cookies can also be used to establish anonymised statistics about the browsing experience on our sites.

## How do we use cookies?

European Commission websites mostly use "first-party cookies". These are cookies set and controlled by the Commission, not by any external organisation.

However, to view some of our pages, you will have to accept cookies from external organisations.

The **3 types of first-party cookie** we use are to:

- store visitor preferences
- make our websites operational
- gather analytics data (about user behaviour)

### Visitor preferences

These are set by us and only we can read them. They remember:

- if you have agreed to (or refused) this site's cookie policy
- if you have already replied to our survey pop-up (about how helpful the site content was) – so you won't be asked again

Name	Service	Purpose	Cookie type and duration
eu_cookie_consent	Cookie consent kit	Stores your cookie preferences (so you won't be asked again)	First-party session cookie deleted after you quit your browser
ecsi	Website survey tools	Stores information on whether you have already replied to a survey pop-up – so you won't be asked again.	First-party persistent cookie, 1 month

Name	Service	Purpose	Cookie type and duration
cck3	Cookie consent kit	Stores your preferences for 3rd-party cookies (so you won't be asked again)	First-party session cookie deleted after you quit your browser

## Operational cookies

There are some cookies that we have to include in order for certain web pages to function. For this reason, they do not require your consent. In particular:

- **authentication cookies**
- **technical cookies** required by certain IT systems

## Authentication cookies

These are stored when you log in to a Commission site, using our [authentication service \(EU Login\)](#). When you do this, you accept the associated [privacy policy](#).

Name	Service	Purpose	Cookie type and duration
MyECASDomain	Identity Management Service	Remembers your domain	First-party session cookie, deleted after you quit your browser
__Secure_CASTGC	Identity Management Service	Identifies your session	First-party session cookie, deleted after you quit your browser
__Secure_ECAS_SESSIONID	Identity Management Service	Identifies the current Central Authentication Service session	First-party session cookie, deleted after you quit your browser
ECAS_PREFS	Identity Management Service	Remembers your settings and preferences:  user id, user name, acknowledged cookie policy, high contrast mode, privacy mode, view account details after login, last strength selected	First-party session cookie, deleted after you quit your browser
CASPRIVACY	EURES The European Job Mobility Portal	EURES Authentication info	First-party session cookie, deleted after you quit your browser
CASTGC	EURES The European Job Mobility Portal	EURES Authentication info	First-party session cookie, deleted after you quit your browser

Name	Service	Purpose	Cookie type and duration
EURES_CAS_LOGGED_IN	EURES The European Job Mobility Portal	EURES Authentication info	First-party session cookie, deleted after you quit your browser

The names of these cookies may change, for technical reasons (particularly **\_\_Secure-CASTGC** and **\_\_Secure-ECAS\_SESSIONID**).

### Technical cookies

Name	Service	Purpose	Cookie type and duration
has_js	Corporate content management platform, based on Drupal open source software	Determines whether Javascript is enabled in your browser.  This allows our websites to function properly.	First-party session cookie, deleted after you quit your browser
JSESSIONID / CFID / CFTOKEN	Java IT platform / Coldfusion IT platform	Maintain a secure session for you, during your visit.	First-party session cookie, deleted after you quit your browser
ecsi	Website survey tools	Stores information on whether you have already replied to a survey pop-up – so you won't be asked again.	First-party persistent cookie, 1 month
theoplayer-session-id	Audiovisual Service video player	Enables the player's own analytics, currently not used.	localStorage Key, persistent data
theoplayer-stored-network-info	Audiovisual Service video player	Enables the player's bandwidth estimate to determine the best initial bandwidth and enhance the user experience.	localStorage Key, persistent data
EURES_CVO_SESSION_ID	EURES The European Job Mobility Portal	EURES Session info	First-party session cookie, deleted after you quit your browser

Name	Service	Purpose	Cookie type and duration
EURES_JVSE_SESSIONID	EURES The European Job Mobility Portal	EURES Session info	First-party session cookie, deleted after you quit your browser
EURES_LF_MARKETPLACE_SESSIONID	EURES The European Job Mobility Portal	EURES Session info for Liferay	First-party session cookie, deleted after you quit your browser
EURES_LF_PLUGINS_SESSIONID	EURES The European Job Mobility Portal	EURES Session info for Liferay	First-party session cookie, deleted after you quit your browser
LFR_SESSION_STATE_XXXXX	EURES The European Job Mobility Portal	EURES Session info for Liferay	First-party session cookie, deleted after you quit your browser
cck1atlassian-analytics.confluence.lock	Public wikis	Keeps Confluence analytics disabled	localStorage Key, persistent data
confluence.sidebar.width	Public wikis	Remembers the width of the sidebar	localStorage Key, persistent data
jquery.feature.detection.cache	Public wikis	Detects when a page is loaded from the browser cache	localStorage Key, persistent data
jquery.feature.detection.cache.useragent	Public wikis	Remembers if a certain feature is available in the browser.	localStorage Key, persistent data

### **Analytics cookies**

We use these purely for internal research on how we can improve the service we provide for all our users.

The cookies simply assess how you interact with our website – as an anonymous user (the **data gathered does not identify you personally**).

Also, this data is **not shared with any third parties** or used for any other purpose. The anonymised statistics could be shared with contractors working on communication projects under contractual agreement

with the Commission.

However, you are **free to refuse** these types of cookies – either via the cookie banner you’ll see on the first page you visit or at [Europa Analytics](#).

Name	Service	Purpose	Cookie type and duration
_pk_id#	Corporate web analytics service, based on Matomo open source software	Recognises website visitors ( <b>anonymously</b> – no personal information is collected on the user).	First-party persistent cookie, 13 months
_pk_ses#	Corporate web analytics service, based on Matomo open source software	Identifies the pages viewed by the same user during the same visit.  ( <b>anonymously</b> – no personal information is collected on the user).	First-party persistent cookie, 30 minutes

## Third-party cookies

Some of our pages display content from external providers, e.g. YouTube, Facebook and Twitter.

To view this third-party content, you first have to accept their specific terms and conditions. This includes their cookie policies, which we have no control over.

But if you do not view this content, no third-party cookies are installed on your device.

### Third-party providers on Commission websites

[You Tube](#)

[Internet Archive](#)

[Google Maps](#)

[Twitter](#)

[TV1](#)

[Vimeo](#)

[Microsoft](#)

[Facebook](#)

[Google](#)

[LinkedIn](#)

[Livestream](#)

[SoundCloud](#)

## [European Parliament](#)

These third-party services are outside of the control of the Commission. Providers may, at any time, change their terms of service, purpose and use of cookies, etc.

## How can you manage cookies?

You can **manage/delete** cookies as you wish - for details, see [aboutcookies.org](https://aboutcookies.org).

### Removing cookies from your device

You can delete all cookies that are already on your device by clearing the browsing history of your browser. This will remove all cookies from all websites you have visited.

Be aware though that you may also lose some saved information (e.g. saved login details, site preferences).

### Managing site-specific cookies

For more detailed control over site-specific cookies, check the privacy and cookie settings in your preferred browser

### Blocking cookies

You can set most modern browsers to prevent any cookies being placed on your device, but you may then have to manually adjust some preferences every time you visit a site/page. And some services and functionalities may not work properly at all (e.g. profile logging-in).

### Managing our analytics cookies

You can manage your preferences concerning cookies from Europa Analytics on the dedicated [Europa Analytics](#) page.

This code of conduct has been drawn up to ensure that users of this service know what is expected of them, and what they can expect from others when using the e(u)academy platform. What follows applies to all user interactions on the platform within courses, events or communities whether open or restricted.

The mission of the e(u)academy is to facilitate access to the world class training offered by the EU Institutions to specialised, professional audiences worldwide. In doing so, we also want to make sure that all of our learners, publishers and instructors feel safe and comfortable while using the platform.

By agreeing to use the platform, each user declares that:

? he or she will register for one account only, unless expressly permitted to register for additional accounts by e(u)academy.

? he or she will ensure that answers submitted to homework, quizzes, exams, projects or other assignments will be their own work (except for assignments that explicitly permit collaboration).

? he or she will not make solutions to homework, quizzes, exams, projects, and other assignments available to anyone else (except to the extent an assignment explicitly permits sharing solutions). This includes both solutions written by the user him or herself, or any solutions provided by the course staff or others.

? he or she will not engage in any other activities that may dishonestly improve individual results or hurt the results of others.

By using the platform, users agree to refrain from any and all of the behaviours outlined below:

? sharing illegal content or content that promotes illegal activities with or without the intent to commit such activities, contains credible threats or organises or seeks to organise acts of real-world violence, or creates a genuine risk of physical injury or property damage, credibly threatens people or public safety, or organizes or encourages harm.

? partaking in abusive or otherwise inappropriate behaviour seeking to harm other users of the platform.

? uploading or sharing any content that violates intellectual property, privacy or other rights, or that you do not otherwise have the right to share. Please note that specific content offerings may have additional rules and requirements.

? misappropriating content that you did not create as your own, or otherwise infringing on another user's intellectual property or other rights. Users are required at all times to attribute used or quoted materials to the original copyright owner.

? spamming others by sharing irrelevant or inappropriate advertising or promotional content.

? carrying out any other behaviour that can be seen to be harmful to the interests of the users of the e(u)academy platform or otherwise violates these terms.

? doing anything that violates local, state, national, or international law or breaches any of the user's contractual obligations or fiduciary duties.

? sharing their password, letting anyone access the user account, or doing anything that might put the account at risk.

? attempting to access any other user's account.

? reproducing, transferring, selling, reselling, or otherwise misusing any content, unless specifically authorised to do so.

? accessing, tampering with, or using non-public areas of the platform, unless specifically authorised to do so.

? breaking or attempting to break or circumvent authentication or security measures or otherwise test the vulnerability of the platform or networks upon which it operates, unless specifically authorised to do so.

? trying to reverse engineer any portion of our Services or platform..

? trying to interfere with any user, host, or network, for example by sending a virus, overloading, or mail-bombing.

? using the platform to distribute malware.

? using the platform or any of its functionalities for anything other than for completing online courses or for pedagogical purposes.

? impersonating or misrepresenting their affiliation with any person or entity.

? encouraging or helping anyone do any of the items mentioned above.

Where necessary, the platform administrators reserve the right to remove or edit inappropriate content or activity identified by or reported to us, and/or suspend, disable, or terminate a user's access to all or part of the platform at any time and without prior notice.

Users wishing to flag any behaviour that may contravene this code of conduct, flag inconsistencies or factual errors, request take-down or termination of any content, or exercise right of recourse or appeal against any decision taken in this respect are asked to contact the platform administrators at [eu-academy-info@ec.europa.eu](mailto:eu-academy-info@ec.europa.eu).

## **General provisions**

The European Commission maintains this website to enhance public access to information about its initiatives and European Union policies in general. Our goal is to keep this information timely and accurate. If errors are brought to our attention, we will try to correct them. However, the Commission accepts no responsibility or liability whatsoever with regard to the information on this site.

This information is

? of a general nature only and is not intended to address the specific circumstances of any particular individual or entity

? not necessarily comprehensive, complete, accurate or up to date

? sometimes linked to external sites over which the Commission services have no control and for which the Commission assumes no responsibility

? not professional or legal advice (if you need specific advice, you should always consult a suitably qualified professional).

Please note that it cannot be guaranteed that a document available online exactly reproduces an officially adopted text. Only the Official Journal of the European Union (the printed edition or, since 1 July 2013, the electronic edition on the EUR-Lex website) is authentic and produces legal effects.

It is our goal to minimise disruption caused by technical errors. However some data or information on our site may have been created or structured in files or formats that are not error-free, and we cannot guarantee that our service will not be interrupted or otherwise affected by such problems. The Commission accepts no responsibility with regard to such problems incurred as a result of using this site or any linked external sites.

This disclaimer is not intended to limit the liability of the Commission in contravention of any requirements laid down in applicable national law nor to exclude its liability for matters which may not be excluded under that law.

## **Provisions related to educational content offered on the e(u)academy platform**

The e(u)academy offers courses and content ("Content Offerings") from European Institutions and partner institutions ("Course Providers"). While we seek to provide world-class content offerings, unexpected events do occur. The e(u)academy reserves the right to cancel, interrupt, reschedule, or modify any content offerings, including changing the point value or weight of any assignment, quiz or other assessment. Content Offerings are subject to the general provisions above.



# No Academic Credit

Unless otherwise explicitly stated, participation in or completion of a content offering does not confer any academic credit.

## Modifying and terminating our services

We are constantly changing and improving our services and as a result may add or remove functions, features, or requirements, and/or may suspend or stop part of our services altogether. Accordingly, the e(u)academy may terminate use of any service for any reason. We may not be able to deliver the services to certain regions or countries for various reasons, including due to applicable export control requirements or internet access limitations and restrictions from governments. The EU Institutions, the e(u)academy, its partners and instructors, its contributors contractors, and other agents (the "e(u)academy Parties") have no liability to users for any such action.

Users can stop using our Services at any time, although we'll be sorry to see you go.

### Accessibility statement

This statement applies to content published on the domain: <https://academy.europa.eu/>

It does not apply to other content or websites published on any of its subdomains. These websites and their content will have their own specific accessibility statement.

This website is managed by JRC. It is designed to be used by as many people as possible, including people with disabilities.

You should be able to:

- e.g. zoom up to 200% without problems
- navigate most of the website using just a keyboard
- navigate most of the website using a modern screen reader and speech recognition software (on your computer or phone)

This website is designed to comply with the [technical standard for websites and mobile apps, EN 301 549, v.3.2.1](#). This closely follows level 'AA' of the [Web Content Accessibility Guidelines \(WCAG\) version 2.1](#).

### Compliance status

This website is partially **compliant** with [technical standard EN 301 549 v.3.2.1](#) and the [Web Content Accessibility Guidelines \(WCAG\) 2.1 Level AA](#). See 'Non-accessible content' for more details.

The website was last tested in April 2023.

### Preparation of this statement

This statement was reviewed in February 2024.

The statement is based on a review done by an automated tool Axe Monitor, using a combination of manual and automated testing.

## Feedback

We welcome your feedback on the accessibility of the EU Academy website. Please let us know if you encounter accessibility barriers:

- E-mail: [EU-ACADEMY-SUPPORT@ec.europa.eu](mailto:EU-ACADEMY-SUPPORT@ec.europa.eu)

We try to respond to feedback within 15 business days from the date of receipt of the enquiry by the responsible Commission department.

## Compatibility with browsers

The EU Academy website is designed to be compatible with the following browsers:

- the latest version of Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari browsers.

## Technical specifications

The accessibility of the EU Academy website relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

## Non-accessible content

Despite our best efforts to ensure accessibility of the EU Academy website, we are aware of some limitations, which we are working to fix. Below is a description of known limitations and potential solutions. Please contact us if you encounter an issue not listed below.

Known limitations for the EU Academy website:

- **Alternative Text for Non-Text Content:** Some images on our website do not have alternative text or the appropriate role assigned to them, making it difficult for users with visual impairments to understand the content. We plan to rectify this critical issue by December 2024.
- **ARIA Role Child Elements:** Some elements on our website with an assigned ARIA role do not contain the required child roles, impacting the understandability of our content for assistive technologies. This critical issue will be addressed by December 2024.
- **Color Contrast:** Certain sections of our website do not meet the WCAG 2.1 level 'AA' contrast ratio thresholds for the color difference between foreground and background, making it challenging for users with visual impairments to read the content. We aim to solve this serious issue by December 2024.
- **Unique ID Attributes for Active Elements:** Some active elements on our website do not have unique id attribute values, which might affect how assistive technologies interact with them. We plan to correct this serious issue by December 2024.
- **Unique ID Attributes:** Certain elements on our website share identical id attribute values, potentially leading to confusion for assistive technologies. This minor issue will be fixed by December 2024.
- **Accessible Name for ARIA Input Fields:** Some ARIA input fields on our website lack an accessible

name, which is essential for assistive technologies to identify and describe them. We plan to rectify this serious issue by December 2024.

- **Discernible Text for Buttons:** There are buttons on our website that lack discernible text, making it challenging for users with visual impairments to understand their function. We aim to solve this critical issue by December 2024.
- **Discernible Text for Links:** Some links on our website lack discernible text, impacting the understandability of our content for users with visual impairments. This serious issue will be addressed by December 2024.
- **Accessible Name for Select Elements:** Some select elements on our forms lack an accessible name, making it difficult for assistive technologies to interpret and interact with them. We plan to rectify this critical issue by December 2024.

## **PROTECTION OF YOUR PERSONAL DATA**

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

**Processing operation:** EU Academy e-learning platform

**Data Controller:** JRC.S.4

**Record reference:** DPR-EC-05546.2

### **Table of Contents**

- 1. Introduction**
- 2. Why and how do we process your personal data?**
- 3. On what legal ground(s) do we process your personal data?**
- 4. Which personal data do we collect and further process?**
- 5. How long do we keep your personal data?**
- 6. How do we protect and safeguard your personal data?**
- 7. Who has access to your personal data and to whom is it disclosed?**
- 8. What are your rights and how can you exercise them?**
- 9. Contact information**
- 10. Where to find more detailed information?**

### **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 “EU Academy e-learning platform” undertaken by JRCS.4 is presented below.

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

Purpose of the processing operation: JRC.S.4 collects and uses your personal information to ensure the functioning, management and promotion of the information and education platform called EU Academy. In particular, data is collected and processed for the following specific purposes:

Automated processing operations:

- To identify returning visitors to ensure a good user experience.
- To identify logged in users and provide them with necessary tools and dashboards.
- To provision learning content appropriate to the role of the user.
- To provision learning content appropriate to the interest of the user.
- To deliver on-platform personalised recommendations and learner journeys.
- To ensure that the user history of activity is easily accessible to the user in his or her role.

- To generate or make available to users certificates and badges related to learning progress.
- To manage online subscription to and dissemination of newsletters.
- To manage generation and transmission of automated messages.

#### Manual processing operations:

- To ensure a satisfactory user experience when using the platform.
- To ensure satisfactory individual and social learning experiences when consuming platform content.
- To collect information related to use of the platform by individuals and groups for the purposes of compiling aggregated reports.
- To ensure correct management and monitoring of educational objectives of EU programmes and initiatives.
- To monitor the type of users enrolled in learning content.
- To monitor the number or types of users registered on the platform.
- To monitor the number or types of users registered to EU programmes and initiatives.
-

To organise trainings, including management of participants lists.

- To ensure efficient management and resolution of platform incidents, user-reported issues and associated helpdesk operations.
- To perform backup and restore operations related to the platform or its content.
- To resolve platform or content technical issues reported by users involving configurations at user level.
- To generate individual or aggregated reporting related to user behaviour and content adoption on the platform.
- To communicate through the platform with users regarding content they are enrolled to or granted access to or related initiatives of potential interest to users.

The EU Academy is a modern online learning platform designed for external stakeholders, working and aspiring professionals, and public and third sector organisations and businesses, involved in the implementation of EU policies in Member States and regions, and beyond. The platform offers state of the art tools for delivery of learning materials and resources (e.g. online courses and events, interactive live classroom experiences, skills assessments, and learning community management services). For the purpose of delivering learning services, the platform brings together content providers/publishers, teachers, mentors, learning managers, programme and platform administrators, who collectively deliver the learning experience on the platform to its learners and visitors. The various roles that convene to design, deliver and manage the learning experiences on the platform are performed either by staff of the EU Institutions or by approved contractors subject to confidentiality requirements.

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, according to Article 5(1)(d) of Regulation (EU)2018/1725, you have given consent to the processing of your personal data for specific purposes. We do not process special categories of personal data, therefore Article 10 of Regulation (EU) 2018/1725 does not apply.

In addition, we process your personal data for the purpose of creating and maintaining log files, under Article 5(1)(a) and 5(2) and in line with the EC Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission and the Commission Information Systems Security Policy C(2006)3602.

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

*In order to carry out the processing operations described in this privacy statement, JRC.S.4 collects and processes the following categories of mandatory and non-mandatory personal data:*

##### *Mandatory data collection*

*Data provided required by EU Login:*

- *First name, last name, email address.*

*Data pertaining to individual and group user behaviour and content-related activity:*

- *Content enrolled, started, finished, certificates and badges awarded, grades attained, log files.*

*Data pertaining to the capture of personal data (image/video and/or voice) in the delivery of educational content:*

*Recording and storing of data pertaining to image/video and/or voice.*

*Data pertaining to the collection of consent of users who are 13 years of age or above, including adults*

*Name, surname, birthdate, birthplace, signature.*

*Data pertaining to users who under EU Regulation 2018/1725 are considered minors (under 13 years of age):*

*Name, surname, age, place and date of birth, parental / legal consent to access content, signature of parents / legal guardians.*

##### *Non-mandatory data collection*

*Data pertaining to participation of certain users in EU programmes or projects and necessary to provide a satisfactory user experience to these programme participants:*

*EU programme and project related data. This data is provided by Content Development and Delivery Service Providers under the authorisation of their respective EU programmes or activities.*

*Identification data used to facilitate the experience of returning users:*

*Cookies, IP address.*

*Identification data used to provide a seamless user experience related to content provisioning on the platform:*

*City, country, preferred language of communication, topics of interest, professional summary, occupation, experience level, highest level of education attained, employer, organisation type, industry, motivation for learning.*

*Identification data used to provide services in conjunction with other EU platforms and initiatives:*

*Users who have given consent to receive newsletters, share progress information, badges, certificates awarded with other EU web sites and platforms, identified by first name, last name and email address.*

*Other types of data specific to the processing operation:*

*Educational or instructive videos and capture of image and/or voice for which the provision of personal data is not mandatory and collection or processing of this data will be based on prior consent.*

*Data collected for the purposes of providing helpdesk services.*

*First name, last name, email address.*

## **5. How long do we keep your personal data?**

JRC.S.4 only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely:

Data provided required by EU Login: EU login data is collected upon first registration/first use of the platform. Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user to the data controller to remove him/her from the platform and service.

After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised.

Data pertaining to users who under EU Regulation 2018/1725 are considered minors: Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user or consent giver to the data controller to remove him/her from the platform and service. After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised.



Data pertaining to the capture of personal data (image/video and/or voice) in the delivery of educational content: Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user to the data controller to remove him/her from the platform and service. After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised

Data pertaining to participation of certain users in EU programmes or projects and necessary to provide a satisfactory user experience to these programme participants: Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user to the data controller to remove him/her from the platform and service. After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised

Identification data used to facilitate the experience of returning users: Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user to the data controller to remove him/her from the platform and service. After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised.

Identification data used to provide a seamless user experience related to content provisioning on the platform: Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user to the data controller to remove him/her from the platform and service. After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised.

Identification data used to provide services in conjunction with other EU platforms and initiatives: Data will be stored on the site as long as the registered user is active, and no request has been made by the registered user to the data controller to remove him/her from the platform and service. After five years of continuous inactivity or upon email request from the user, his/her data and any related user generated data will be anonymised.

Automatically generated log data related to user, application and data access: All data access information is stored in log files that are kept during a period of 12 Months, and personal data is encrypted after 6 months. Log files pertaining to user and application access is kept for two months by DG DIGIT B1 and DG DIGIT S.

Data generated as a result of helpdesk operations: Data collected for the purposes of analysing and resolving technical platform and content issues is collected on an as needed basis and kept for a period of 1 year after closure of the incident, after which it is removed from the . Statistical, monitoring and reporting exercises will rely on aggregated data.

Data related to the provision of consent: consent forms are stored for as long as users are active and are deleted as soon as users delete / request deletion of their account.

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

Provisions are in place to ensure professional management of the IT related assets (hardware, software, cloud infrastructure) underpinning the correct delivery of the EU Academy platform and the services outlined in section II. The following policies apply:

- Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission.
- Information Security Policy and Internal Rules for handling ICT Information Security Incidents; the Commission Information Systems Security Policy C(2006)3602.

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

Access to aggregated and individualised learner data may be granted to the staff of the Union institutions, bodies, offices and agencies on a “need to know” basis for the purposes of any processing operations in which they are involved (including managing platform and helpdesk operations, managing content, providing training services and reporting related to learners, groups of learners, and learning taking place on the platform and other services described in section II). These staff include platform managers, content owners, programme managers, learning managers, mentors, teachers and assistants, where tasked to follow or report on the progress of learners. Such staff abide by statutory, and when required, additional confidentiality agreements.

Access to aggregated and individualised learner data may be granted on a “need to know” basis to approved contractors of the Union institutions, bodies, offices and agencies where necessary for the provision of programme management and content delivery services related to learners and learning taking place on the platform and other services described in section II. The roles undertaken by approved contractors may include platform and helpdesk management, content management, programme management, learning management, mentoring, teaching, reporting and assistance. Such contractors abide by contractual confidentiality agreements.

Data recipients have access only to data categories necessary for the processing operations they undertake, according to their role in the project. For example, Data Hosting Service Providers will have access to all platform data, while other service providers, i.e. those providing Platform Development and Maintenance Services, Content Development and Delivery Services, Daily Platform Administration Services or External Helpdesk Services will have access only to the data necessary to fulfil their assigned role.

A full description of all platform roles and the data categories to which they have access is provided in the data record accompanying this privacy statement (DPR-EC-05546). Learning resources such as videos and documents containing personal data provided for the purposes of delivering learning content and for which prior consent has been granted (name and username of speakers/moderators) are accessible to users registered to this learning content.

## 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, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

You have consented to provide your personal data to JRC.S.4 for the present processing operation. You can withdraw your consent at any time by notifying the Data Controller. The withdrawal will not affect the lawfulness of the processing carried out before you have withdrawn the consent.

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:

[EU-ACADEMY-DP-OFFICER@ec.europa.eu](mailto:EU-ACADEMY-DP-OFFICER@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 (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 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-05546.2 - EU Academy e-learning platform.