

### [Medical Advisor Booking App](#)

The European Union Agency for Fundamental Rights (FRA or Agency) processes the personal data of a natural person in compliance with Regulation 2018/1725 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

This data protection notice explains FRA's policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We recognise that information privacy is an ongoing responsibility, and we will update this notice where necessary.

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## 1. Why do we collect personal data?

We collect and process your personal data in order to make available a booking tool for you to book appointments with the FRA Medical Advisor. The provision of the Medical Advisor service is a measure to support the health and wellbeing of staff, as required by Articles 1e, 59 and 60 of the Staff Regulations and Articles 16, 59, 60 and 91 of the CEOS.

## 2. What kind of personal data does the Agency collect?

We will collect only the following personal data necessary for the processing operation described above.

(a) General personal data:

- Personal details (name, surname)
- Contact details (email address)

(b) Special categories of personal data:

- genetic data, biometric data, data concerning health or sexual orientation (only the type of medical consultation, selected from a general drop-down list. Details of your individual medical or health issue should not be provided via the app).

## 3. How do we collect your personal data?

3a. Information you provide us

You will enter your data directly in the Medical Appointment Booking App, which is an app developed by FRA in Sharepoint (hosted on FRA's cloud servers). You will be able to access the app from your FRA login profile. To book an appointment, you can select a date/time from the available timeslots and select the appointment type from the list of options in the drop-down menu (without medical details). From the same page, you can view and manage (change/cancel) your appointments..

## 4. Who is responsible for processing your personal data?

The Agency is the legal entity responsible for the processing of your personal data and determines the objective of this processing activity. The Head of Corporate Services Unit is responsible for this processing operation.

The Medical Advisor, contracted by FRA through a public procurement procedure, acts as processor. Specific clauses on confidentiality and protection of personal data are included in the contract.

**5. Which is the legal basis for this processing operation?**

The processing is necessary for the management and functioning of the Agency, specifically Compliance with the Staff Regulations provisions on ensuring the health and wellbeing of staff (Articles 1e, 59 and 60 of the Staff Regulations and Articles 16, 59, 60 and 91 of the CEOS). Therefore, the processing is lawful under art. 5(1) a. of Regulation 2018/1725.

In addition, since the use of the appointment booking tool is not mandatory, the processing of the personal data is also in accordance with Article 5.1(d) of Regulation (EU) No 2018/1725. Therefore, the processing is lawful under art. 5(1) d. of Regulation 2018/1725.

For special categories of data (see section 2), the processing is lawful under art. 10(2) a. of Regulation 2018/1725.

**6. Who can see your data?**

The FRA Medical Advisor ([medical.officer@fra.europa.eu](mailto:medical.officer@fra.europa.eu)) has access to the appointment schedule and the list of booked appointments (with staff member's name and FRA email address). The medical advisor's functional mailbox is accessible only to designated staff under the contract for medical services.

Designated HR staff members responsible for handling medical issues and the relationship with the FRA Medical Advisor have access to the appointment schedule and the list of booked appointments. The appointment types are generic and selected from a drop-down list (e.g. annual medical result discussion, general consultation). Staff will be advised not to indicate any personal medical issues in the appointment title or text that will be visible to HR.

Designated colleagues in DSF have access as IT system administrators for the purpose of maintenance of the tool.

**7. Do we share your data with other organisations?**

Personal data is processed by the Agency only. In case that we need to share your data with third parties, you will be notified to whom your personal data has been shared with.

**8. Do we intend to transfer your personal data to Third Countries/International Organizations**

No

**9. When will we start the processing operation?**

We will start the processing operation on 1 January 2023.

## **10. How long do we keep your data?**

Data will be kept for the duration of the current calendar year. After the end of a calendar year, appointment data will be deleted manually during Q1 of the subsequent year.

## **11. How can you control your data?**

Under Regulation 2018/1725, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. You are not required to pay any charges for exercising your rights except in cases where the requests are manifestly unfounded or excessive, in particular because of their repetitive character.

We will reply to your request without undue delay and in any event within one month of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

You can exercise your rights described below by sending an email request to [HR@fra.europa.eu](mailto:HR@fra.europa.eu)

### **11.1. The value of your consent**

Since the use of the booking tool is not mandatory, you are providing your consent when you submit your appointment request (click the 'submit' button) on the Booking App.

### **11.2. Your data protection rights**

#### **a. Can you access your data?**

You have the right to receive information on whether we process your personal data or not, the purposes of the processing, the categories of personal data concerned, any recipients to whom the personal data have been disclosed and their storage period. Furthermore, you can have access to such data, as well as obtain copies of your data undergoing processing.

#### **b. Can you modify your data?**

You have the right to ask us to rectify your data you think is inaccurate or incomplete at any time.

#### **c. Can you restrict us from processing your data?**

You have the right to restrict the processing of your personal data. If you do, we can no longer process them, but we can still store them. In some exceptional cases, we will still be able to use them (e.g. with your consent or for legal claims). You have this right in a few different situations: when you contest the accuracy

of your personal data, when the Agency no longer needs the data for completing its tasks, when the processing activity is unlawful, and finally, when you have exercised your right to object.

**d. Can you delete your data?**

You have the right to ask us to delete your data when the personal data are no longer necessary for the purposes for which they were collected, when you have withdrawn your consent or when the processing activity is unlawful. In certain occasions we will have to erase your data in order to comply with a legal obligation to which we are subject.

We will notify to each recipient to whom your personal data have been disclosed of any rectification or erasure of personal data or restriction of processing carried out in accordance with the above rights unless this proves impossible or involves disproportionate effort from our side.

**e. Are you entitled to data portability?**

Data portability is a right guaranteed under Regulation 1725/2018 and consists in the right to have your personal data transmitted to you or directly to another controller of your choice.

In this case, this does not apply for two reasons: I) in order for this right to be guaranteed, the processing should be based on automated means, however we do not base our processing on any automated means; II) this processing operation is carried out in the public interest, which is an exception to the right to data portability in the Regulation.

**f. Do you have the right to object?**

When the legal base of the 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*” which is the case in most of our processing operations, you have the right to object to the processing. In case you object, we have to stop the processing of your personal data, unless we demonstrate a compelling reason that can override your objection.

**g. Do we do automated decision making, including profiling?**

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

**12. What security measures are taken to safeguard your personal data?**

The Agency has several security controls in place to protect your personal data from unauthorised access, use or disclosure. We keep your data stored on our internal servers with limited access to a specified audience only. Access to the appointment schedule is made available only to the specified designated persons by access rights restrictions.

**13. What can you do in the event of a problem?**

a) The first step is to notify the Agency by sending an email to [HR@fra.europa.eu](mailto:HR@fra.europa.eu) and ask us to take action.

b) The second step, if you obtain no reply from us or if you are not satisfied with it, contact our Data Protection Officer (DPO) at [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu).

c) At any time you can lodge a complaint with the EDPS at <http://www.edps.europa.eu>, who will examine your request and adopt the necessary measures.

#### **14. How do we update our data protection notice?**

We keep our data protection notice under regular review to make sure it is up to date and accurate.

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