

Research project: FRA survey with organisations providing support to persons fleeing Ukraine

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 process personal data?

The purpose of the processing of your personal data is to collect information on the experience of organisations supporting temporary protection beneficiaries to access housing, education, employment and healthcare. The survey is part of and complements research on local/city measures ensuring access to selected rights of temporary protection beneficiaries, carried out on behalf of FRA by the Agency's research network [Franet](#) and a contractor for the case of Ireland.

In March 2022, the EU activated for the first time temporary protection to ensure that people fleeing from Ukraine get adequate protection.¹ The Temporary Protection Directive ([Council Directive 2001/55/EC](#)) – which applies in all EU Member States except Denmark (where [national rules](#) offer similar protection) – provides minimum standards for granting immediate and temporary protection in the event of a mass influx of displaced persons and measures promoting a balance of efforts between EU Member States in receiving such persons.

In this context, the objective of FRA's project is to advise the EU institutions and EU Member States on possible challenges and good practices arising in cities or locations in ensuring effective access to rights provided under the directive, specifically housing, education, employment and healthcare.

This Privacy Notice concerns information obtained through an online survey from local support organizations in the twelve Member State covered by the research: Austria, Belgium, Czechia, Estonia, France, Germany, Italy, Ireland, Poland, Romania, Slovakia and Sweden on their practical experience in supporting temporary protection beneficiaries to access housing, education, employment and healthcare. Franet contractors and the contractor selected for the research in Ireland identified three to five prospective respondents in each location. Their agreement to be invited to participate in the online survey was covered by a previous [Privacy Notice](#).

The survey will collect information on their experience in supporting temporary protection beneficiaries to access housing, education, employment and healthcare. The information obtained through the survey will complement research provided by Franet. It will be reflected in a comparative report to be published at the end of 2023 that will list the participating organisations in an annex. References to survey respondents in the text will be anonymized as "support provider" mentioning the thematic field (i.e. housing, education, employment, healthcare) and location.

2. What kind of personal data does the Agency process?

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

¹ Council Implementing Decision (EU) 2022/382 of 4 March 2022.

General personal data:

- Email address of the respondent

The email address of the respondent will be stored if the button “Resume later” is clicked and if the respondent provides an email address. The email address field is not mandatory. If an email address is provided it will be used to send the user an email with a link to the unsubmitted survey as well as their pseudonym and the redacted password. This is not a mandatory field. If an email address is provided it will be stored until the respondent completes the survey or until up to 48 hours after the survey deadline has expired.

- Employment details: name of organisation, location, type of employer and thematic field of work

The data resulting from the survey will be anonymous. Respondents’ answers to the survey will be stored in a data set. Individual respondents cannot be identified from the data set. The comparative report will refer to “services providers” in a harmonized way, indicating the thematic field and location. The report will include an annex listing the names and locations of the organisations having responded.

Other:

- The following cookies are collected by the online survey tool:

1. *PHPSESSID*

Domain: fra.europa.eu

This cookie is native to PHP applications. The cookie is used to store and identify a users' unique session ID for the purpose of managing user session on the website. The cookie is a session cookie and is deleted when all the browser windows are closed.

2. *YII_CSRF_TOKEN*

Domain: fra.europa.eu

This cookie is created to prevent Cross-Site Request Forgery (CSRF). The cookie is a session cookie and is deleted when all the browser windows are closed.

3. *LS_(survy-id)_STATUS*

A cookie will also be stored on the users device to prevent repeated participation. The first-party cookie is called LS_(survy-id)_STATUS and expires 365 days after the survey has been submitted. This cookie prevents users from the same computer from accessing the survey more than once.

3. How do we collect and process your personal data?

The data will be processed as follows:

- The data will be anonymously collected by means of an online questionnaire which will be programmed in Lime Survey software.

- FRA will contact and invite respondents via email who have agreed to be invited to participate in the survey previously (see 1).
- The data will be stored in the SQL database on servers of FRA's web hosting services contractor (located in Spain) wherefrom they will be exported into a data set.
- The data set will be securely kept (protected by password).
- The data set will analysed by FRA staff in such a manner that your responses cannot be identified and linked to you.
- The results of the analysis will become publicly available, it will not be possible to link your responses to you.

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 and acts as the data controller. The Head of Equality, Roma and Social Rights Unit is responsible for this processing operation.

Moreover, the online survey is carried out through an online survey tool (Lime Survey) which is hosted in servers of FRA's web hosting services contractor (processor) and located in Spain.

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

The processing operation is necessary to achieve the Agency's objective stated in Article 2 of its Founding [Regulation \(EC\) No 168/2007](#), amended by Council Regulation (EU) 2022/555, to provide its stakeholders, including Union institutions and EU Member States, with assistance and expertise relating to fundamental rights, and in particular, the Agency's tasks described in Article 4 (1)(a), (c) and (d). Therefore, the processing is lawful under Article 5.1(a) of the [Regulation \(EU\) No 2018/1725](#).

In addition, respondents to the online survey are requested to provide consent and therefore, the processing of the personal data is also in accordance with Article 5.1(d) of Regulation (EU) No 2018/1725.

6. Who can see your data?

The data will be processed by staff of FRA's Equality, Roma and Social Rights Unit working on this project. Access is restricted to authorized staff members and only these members have access rights to open the files.

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 we will start the processing operation?

We will start the processing operation in May 2023.

10. How long do we keep your data?

The anonymised dataset will be stored indefinitely by FRA.

The email address of the respondent will be stored if the button “Resume later” is clicked and if the respondent provides an email address. It will be stored until the respondent completes the survey or until up to 48 hours after the survey deadline has expired.

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.

Please note that the data is collected anonymously by the Agency, and the Agency will not be able to identify any respondent in the dataset after the submission of the survey by the respondent. Hence, the Agency will not be in the position to modify and/or delete any additional data stored, which will be already anonymised..

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 TPDlocalauthorities@fra.europa.eu.

11.1. The value of your consent

Since your participation is not mandatory, we need proof that you consented to the processing of your personal data. Consent will be collected via the online form of the survey.

You have the right to withdraw your consent at any time, and we will delete your data or restrict its processing. All processing operations up until the withdrawal of consent will still be lawful. Please note that the data is collected anonymously by the Agency, and the Agency will not be able to identify any respondent in the dataset after the submission of the survey by the respondent. Hence, the Agency

will not be in the position to modify and/or delete any additional data stored, which will be already anonymised.

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.

Please note that the data is collected anonymously by the Agency, and the Agency will not be able to identify any respondent in the dataset after the submission of the survey by the respondent. Hence, the Agency will not be in the position to modify and/or delete any additional data stored, which will be already anonymised.

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. Please note that the data is collected anonymously by the Agency, and the Agency will not be able to identify any respondent in the dataset after the submission of the survey by the respondent. Hence, the Agency will not be in the position to modify and/or delete any additional data stored, which will be already anonymised.

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.

Please note that the data is collected anonymously by the Agency, and the Agency will not be able to identify any respondent in the dataset after the submission of the survey by the respondent. Hence, the Agency will not be in the position to modify and/or delete any additional data stored, which will be already anonymised.

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.

Please note that the data is collected anonymously by the Agency, and the Agency will not be able to identify any respondent in the dataset after the submission of the survey by the respondent. Hence, the Agency will not be in the position to modify and/or delete any additional data stored, which will be already anonymised.

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.

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 TPDlocalauthorities@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.

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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