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ECB-PUBLIC

UPDATABLE

## RECORD OF PROCESSING ACTIVITY

### Service Level Management (SLM) process

#### 1. Controller(s) of data processing activities

Controller: European Central Bank

Organisational unit responsible for the processing activity:

Chief Services Office / Governance & Transformation Services

Data Protection Officer (DPO): [DPO@ecb.europa.eu](mailto:DPO@ecb.europa.eu)

#### 2. Who is actually conducting the processing activity?

The data is processed by the ECB itself

The organisational unit conducting the processing activity is:

Chief Services Office / Governance & Transformation Services

The data is processed by a third party (contractor) or the processing operation is conducted together with an external third party [mention third party]

Link to privacy statement if available

#### 3. Purpose of the processing

Personal data is processed for the purposes of managing the catalogue of ECB internal services as regards the creation of new services as well as for the signature of service and operational level agreements.

**4. Description of the categories of data subjects**

*Whose personal data are being processed?*

- ECB staff
- Externals (agency staff, consultants, trainees or secondees)
- NCB or NCA counterparts (in the ESCB or SSM context)
- Visitors to the ECB, including conference participants and speakers
- Contractors providing goods or services
- Complainants, correspondents and enquirers
- Relatives of the data subject
- Other (please specify):

**5. Description of the categories of personal data processed**

(a) **General personal data:**

The personal data contains:

- Personal details (name, address etc)
- Education & Training details
- Employment details
- Financial details
- Family, lifestyle and social circumstances

<p><input type="checkbox"/> Goods or services provided</p> <p><input checked="" type="checkbox"/> Other (please give details): name (first and last), position and e-mail addresses</p> <p><b>(b) Special categories of personal data</b> The personal data reveals:</p> <p><input type="checkbox"/> Racial or ethnic origin</p> <p><input type="checkbox"/> Political opinions</p> <p><input type="checkbox"/> Religious or philosophical beliefs</p> <p><input type="checkbox"/> Trade union membership</p> <p><input type="checkbox"/> Genetic data, biometric data for the purpose of uniquely identifying a natural person or data concerning health</p> <p><input type="checkbox"/> Data regarding a natural person's sex life or sexual orientation</p>
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<p><b>6. The categories of recipients to whom the personal data have been or will be disclosed, including the recipients of the data in Member States, third countries or international organisations</b></p>
<p><input checked="" type="checkbox"/> Data subjects themselves</p> <p><input checked="" type="checkbox"/> Managers of data subjects</p> <p><input checked="" type="checkbox"/> Designated ECB staff members</p> <p><input type="checkbox"/> Designated NCB or NCA staff members in the ESCB or SSM context</p> <p><input type="checkbox"/> Other (please specify):</p>

**7. Transfers to/Access from third countries or an international organisation**

Data are processed by third country entities:

Yes

Specify to which countries:

Specify under which safeguards:

Adequacy Decision of the European Commission

Standard Contractual Clauses

Binding Corporate Rules

Administrative arrangement containing enforceable and effective data subject rights

If the third country's legislation and/or practices impinge on the effectiveness of appropriate safeguards, the personal data can only be transferred to, accessed from or processed in such third country when sufficient 'supplementary measures' are taken to ensure an essentially equivalent level of protection to that guaranteed within the EEA. These supplementary measures are implemented on a case-by case basis and may be technical (such as encryption), organisational and/or contractual.

No

**8. Retention time**

The retention period will be aligned with the ECB Retention Plan (documents are stored in DARWIN) and will be retained for 10 years.