



RECORD OF PROCESSING ACTIVITY

Recording of IT service desk calls

1. Controller(s) of data processing activities

Controller:

Organisational unit responsible for the processing activity: European Central Bank (ECB)/Directorate General Information Systems

Data Protection Officer (DPO): 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:
Directorate General Information Systems

- The data is processed by a third party (contractor) or the processing operation is conducted together with an external third party UNISYS who are responsible for the running of the ECB Service Desk.

[Privacy Secured - Unisys Data Policies and Procedures Overview | Unisys](#)

www.unisyscompliance.com.

3. Purpose of the processing

To improve the quality of IT support to ECB Staff (internal and externals) who call the IT service desk, to facilitate the assessment and training of IT service desk agents and troubleshoot calls with connectivity problems (in case the agent or the customer cannot hear the other party in the conversation).

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
- Goods or services provided
- Other (please give details): Username, phone number from which the call is placed, voice of the participants in the call

(b) Special categories of personal data

The personal data reveals:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data, biometric data for the purpose of uniquely identifying a natural person or data concerning health
- Data regarding a natural person's sex life or sexual orientation

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

- Data subjects themselves
- Managers of data subjects
- Designated ECB staff members
- Designated NCB or NCA staff members in the ESCB or SSM context
- Other (please specify): Access to the data will be limited to key staff members involved in the quality assurance process from UNISYS.

7. Transfers to third countries or an international organisation

Data are transferred to third country recipients:

- Yes
 - Adequacy Decision of the European Commission
 - Standard Contractual Clauses
 - Binding Corporate Rules
 - Memorandum of Understanding between public authorities
- No

8. Retention time

The data will be stored for a period of 30 days before being automatically deleted.