

22/09/2022 (DATE OF PUBLICATION/LAST UPDATE)

**ECB-PUBLIC** 

**UPDATABLE** 

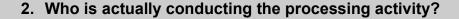
## RECORD OF PROCESSING ACTIVITY Recording of IT service desk calls

## 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



☑ 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.

<u>Privacy Secured - Unisys Data Policies and Procedures Overview | Unisys</u> 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?		
$\boxtimes$	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	
$\boxtimes$	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:		
$\bowtie$	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) <b>S</b>	pecial categories of personal data	
The personal data reveals:		
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Ш	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 a	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	
$\boxtimes$	No	
8.	Retention time	
The data will be stored for a period of 30 days before being automatically deleted.		