



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

23 March 2022
EMA/179740/2022
Administration and Corporate Management Division

European Medicines Agency's Privacy Statement

For the provision of hotel and travel services through the Agency's online booking tool.

This Privacy Statement explains the most essential details of the processing of personal data by the European Medicines Agency (hereinafter "EMA" or "Agency") in the context of the organisation of hotel stays and travel trips through the Agency's online booking tool or in certain cases via email or telephone. This includes:

- Hotel and travel for delegates attending meetings at the EMA or outside the Agency's premises;
- Hotel and travel for EMA staff going on business trip.
- Organisation of visa's for delegates and staff members.

1. Who is responsible for your data?

1.1. Who is the data controller?

The European Medicines Agency ("EMA") is ultimately responsible to comply with your data protection rights and freedoms. On behalf of EMA, the Head of Administration and Corporate Management Division is appointed as a 'Data Controller' to ensure the lawful conduct of this processing operation.

The contact details of the Data Controller are the following:

datacontroller.administration@ema.europa.eu

1.2. Who is the data processor?

The Agency will engage a third-party contractor to process data on behalf of the Agency. In particular, a travel agent will be involved to process your personal data directly via the online booking tool.

The contact details of the travel agent are the following: Business Travel Turism S.R.L. (L.L.C.), E-mail address: ema-delegates-hotels@businesstravel.ro or ema-delegates-travel@businesstravel.ro, Telephone: 004 021 2368628.

Official address Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

Address for visits and deliveries Refer to www.ema.europa.eu/how-to-find-us

Send us a question Go to www.ema.europa.eu/contact **Telephone** +31 (0)88 781 6000

An agency of the European Union



2. Purpose of this data processing

The purpose of this data processing is the organisation of travel and accommodation in the context of performing of the Agency tasks, including:

- Organisation of hotel and travel bookings for delegates attending meetings at the Agency or outside of the Agency's premises.
- Organisation of hotel and travel bookings for staff members attending meetings outside of the Agency's premises.
- Provision of Visa's.
- Organisation of assistance for impaired delegates or staff members.

2.1. Personal Data concerned

In this processing operation, we process data directly collected from you when you submit practical information through the online booking tool or in some cases directly to the Agency's Meetings Support Service. Such data may include the following:

- Full name
- Date of birth
- Passport number
- Phone number
- E-mail address
- Dietary preferences (optional to provide for the purpose of additional expenses)
- Possible medical conditions requiring specific assistance (optional to provide for the purpose of additional expenses)
- Bank details
- Private and/or professional places of origin
- Travel details (itinerary)
- Selected hotel
- Costs of hotel and travel

2.2. Legal Basis

When you provide your data via the online booking tool, you consent to the processing of your data on the tool in accordance with this Privacy Statement. You have the right to withdraw your consent in this regard later at any time. Please note that such withdrawal does not affect the lawfulness of processing carried out by EMA before the withdrawal of your consent. If you do not wish to consent to the processing of your data via the online booking tool (or if you withdraw your previous consent to this) you may submit your data directly with the Agency's Meetings Support Service.

The provision of personal data is necessary for the performance of the Agency tasks carried out in the public interest as required by Regulation (EC) No 726/2004 and it is generally necessary for the management and functioning of the Agency. Additionally, the Rules for reimbursement of expenses for delegates attending meetings (EMA/MB/279597/2018, rev.2) and the Guide to missions and authorised

travel accompanying the Commission Decision on the general provisions for implementing Articles 11, 12 and 13 of Annex VII to the Staff Regulations of Officials (mission expenses) and on authorised travel will constitute the legal basis of all related hotel and travel arrangements.

3. How long do we keep your data?

EMA must keep these data for the purpose of the process for 5 years from the date of budget discharge (which is the date of the European Parliament's final approval of the budget implementation for the concerned year). Accordingly, EMA will delete such data no later than within 8 years following your examination.

4. Who has access to your information and to whom is it disclosed?

Your contact details, travel documents and other details related to your travel/accommodation will be processed internally on a need-to-know basis by the Agency's Meetings Support Service, Mission Office, Financial Support Service. Such data will also be processed by the Agency's travel agent as necessary for the travel management. Data on your dietary preferences and medical conditions will be processed in a strictly confidential manner by the Agency's Meetings Support Service or the travel agent (whoever is making arrangements in this regard). Such data will only be shared with third parties as required in order to accommodate your needs.

As required in the course of making arrangements for your travel/accommodation, your name and contact details may be shared with hotel and travel suppliers, embassies and consulates.

5. Your data protection rights

As data subject (i.e. the individual whose personal data is processed), you have a number of rights:

- **Right to be informed** – This Privacy Statement provides information on how EMA collects and uses your personal data.
- **Right to access** – You have the right to access your personal data. You have the right to request and obtain a copy of the personal data processed by EMA.
- **Right to rectification** – You have the right to obtain - without undue delay - the rectification or completion of your personal if it is incorrect or incomplete.
- **Right to withdraw consent** – You have the right to withdraw your consent to the processing of your personal data via the online booking tool. However, this will not affect the lawfulness of any processing carried out before consent is withdrawn.
- **Right to erasure** – You have the right to require EMA to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing. In certain cases, your data may be kept to the extent it is necessary, for example, to comply with a legal obligation of the Agency or if it is necessary for reasons of public interest in the area of public health.
- **Right to restrict processing** – In a few, codified cases, you have the right to obtain the restriction of the processing, meaning that your data will only be stored, but not actively processed for a limited period of time. For more information about this right and its limitations, see the EMA General Privacy Statement, hosted at www.ema.europa.eu/en/about-us/legal/privacy-statement.

- **Right to object** – You have the right to object at any time to this processing on grounds related to your particular situation.
- **Right to portability** - Where the processing is carried out based on your consent and in automated means you have the right to receive your personal data (which was provided to the EMA directly by you) in a machine-readable format. You may also ask the EMA to directly transfer such data to another controller.

The rights of the data subject can be exercised in accordance with the provisions of Regulation (EU) 2018/1725. For anything that is not specifically provided for in this privacy notice, please refer to the contents of the general EMA Privacy Statement: www.ema.europa.eu/en/about-us/legal/privacy-statement

6. Recourse

In case you have any questions regarding the processing of your personal data, or you think that the processing is unlawful or it is not in compliance with this Privacy Statement or the general EMA Privacy Statement, please contact the **Data Controller** at datacontroller.administration@ema.europa.eu or the **EMA Data Protection Officer** at dataprotection@ema.europa.eu.

You also have the right to lodge a complaint with the **European Data Protection Supervisor (EDPS)** at any time at the following address:

- Email: edps@edps.europa.eu
- Website: www.edps.europa.eu
- Further contact information: www.edps.europa.eu/about-edps/contact_en