



# Record of processing activity

## Survey on EBA Communication outreach and EBA website

### Record of EBA activities processing personal data, based on Article 31 of Regulation (EU) 2018/1725 (EUDPR)

Nr	Item	Description
<b>Part 1 - Article 31 Record (publicly available)</b>		
1	Last update of this record	22/11/2021
2	Reference number	EBA/DPR/2021/18
3	Name and contact details of controller	Controller: European Banking Authority, Tour Europlaza, 20 avenue André Prothin, CS 30154, 92927 Paris La Défense CEDEX, France  Contact: eba-communications@eba.europa.eu
4	Name and contact details of DPO	<a href="mailto:dpo@eba.europa.eu">dpo@eba.europa.eu</a>
5	Name and contact details of joint controller (where applicable)	Not applicable
6	Name and contact details of processor (where applicable)	Restless Communications, 85 Great Portland Street, W1W 7LT London, UK chris@restlesscommunications.co.uk +44 (0) 7866 492344 Registration number 07493141 You can consult Restless Communications' privacy notice here: <a href="https://2019.restlesscommunications.co.uk/privacy-policy/">https://2019.restlesscommunications.co.uk/privacy-policy/</a>
7	Short description and purpose of the processing	The EBA will collaborate with the external contractor, Restless Communications, to launch a survey via the EU Survey tool aimed at exploring the satisfaction with the EBA communication (channels and content), and in particular the user experience with the EBA website.  The contractor will support in the drafting of the questions of the survey and analyse the aggregated answers. The EBA will prepare the survey in the EU Survey tool. The survey will include contributions of EBA staff members but also of members of the EBA Governing Bodies.

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		<p>The survey will be carried out with the support of the application EUSurvey, managed by the European Commission: <a href="https://ec.europa.eu/eusurvey/home/welcome">https://ec.europa.eu/eusurvey/home/welcome</a>.</p> <p>The results of the survey are only provided in aggregated mode. Original data are deleted.</p> <p>The EBA will process personal data provided on a voluntary basis by the respondent, such as their EBA unit or business area, the name of the organization of a non-EBA respondent, the email address in the event they agree to be contacted for follow-up questions (to map the needs and expectations of specific EBA business areas, to gain an overview of the institutions or organisations that use the EBA website, to carry out further interviews with the interested respondents).</p>
8	Description of categories of persons whose data the EBA processes and list of data categories	<p>We will process the personal data provided by EBA staff and external users of the EBA website.</p> <p>None of the below listed information is mandatory, the respondent can remain anonymous.</p> <ul style="list-style-type: none"> <li>- Affiliation within the EBA, or level of position held (team leader, Head of Unit, Director, EBA staff),</li> <li>- Name of organisation other than EBA,</li> <li>- Email address for participants in the survey who agree or wish to be contacted for follow-up questions.</li> </ul>
9	Time limit for keeping the data	<p>Any personal data collected will be stored until the completion of the Communication strategy implementation project and no longer than 31 December 2022.</p>
10	Recipients of the data	<p>Your personal data can be accessed by the EBA Communication team and the external consultant, Restless Communications employed by the EBA under framework contract CON/19/ETF/0004 for the purpose of the Communication strategy implementation.</p>
11	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	<p>Yes, the contractor is based in the UK. The transfer is based on a Commission Adequacy Decision.</p>
12	General description of security measures, where possible	<p>The data is stored in the EUSurvey IT system and securely transferred to the owner of the survey, who accesses it on a “need-to-know” basis. See also EUSurvey data protection notice, referred to in item 13.</p>
13	For more information, including how to exercise your rights to access, rectification, object and data portability (where	<p><a href="#">Link to the privacy notice.</a></p>

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		applicable), see the data protection notice: