

Data Protection Notice

on Eurofound's Biennial User Feedback Survey 2024

Last updated: November 2024

Eurofound embraces the need to protect your personal data. We, therefore, undertake to process it, as data controller, with respect to the applicable law¹.

If after reading this notice you still have questions on the processing of your data, please contact us at dataprotectionofficer@eurofound.europa.eu.

Should your questions be in relation to the survey itself, please contact the ICF Project Manager, Lucian Plaumann, at EurofoundUserSurvey24@email.icf.com.

Why do we process your personal data?

Eurofound's Biennial User Feedback Survey is designed to measure and evaluate some elements of satisfaction levels of Eurofound users (e.g., in terms of publication formats, communication channels, Eurofound's website) as well as agreement as to what degree Eurofound provides high quality content, reliable data and is well aligned with policy agendas. Your contributions to the user feedback survey are, therefore, important to assess the relevance of Eurofound knowledge products and communication formats.

Please be informed that no decision is taken by Eurofound in the context of the above identified processing activities solely on the basis of an automated processing of your personal data (i.e., processing without human intervention).

What data do we need from you?

The following personal data will be processed:

- Title
- Name (first and last name)

¹ [Regulation \(EU\) 2018/1725 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data](#) (or the EUDPR).

- Email address
- Job Title
- Name of Organisation
- Business sector of the organisation, and
- Respondents' views concerning the questions raised in the survey.

Under what legal basis do we process your personal data?

Eurofound's performance in relation to its objectives, mandate and tasks must be evaluated on a regular basis, in accordance with Article 28 of [Regulation \(EU\) 2019/127](#). Therefore, the processing of your personal data is also necessary for the compliance with a legal obligation to which Eurofound is subject².

Who will process your data?

This survey is set up and performed by ICF SA, a Belgium law research and evaluation consultancy³, who act as a data processor and exclusively on instructions and on behalf of Eurofound. They will receive some data from Eurofound and further collect and process other data via the use of Qualtrics, a tool for online surveys⁴. Qualtrics acts as a sub-processor of ICF.

Duly authorised staff members of the ICF will have access and process your personal data. They will anonymise and aggregate these data and generate a report which will be sent to Eurofound. You will not be identifiable in said report.

Please be informed that both ICT and Qualtrics are binding to contractual confidentiality obligations.

No other third parties will have access to your personal data, except if required by law.

For how long will we retain your data?

Your personal data will remain in ICF's and Qualtrics' databases until the results of the survey have been completely analysed. The collected personal data and all information

² Article 5(1)(b) of the EUDPR.

³ To know more about ICF, please read [here](#).

⁴ To know more about Qualtrics, please read [here](#).

related to the survey will then be erased by ICF and Qualtrics no later than September 2025.

Please be informed, however, that anonymised and aggregate data is not considered personal data and, as such, can be kept indefinitely.

How do we protect your data?

Access to all personal data and information collected in the context of this survey is only granted through UserID/Password to the survey designers and research team members of ICF. No data are transmitted to parties which are outside the recipients and the legal framework mentioned. ICF will not share any personal data with third parties for direct marketing purposes. The personal data and all information related to the above-mentioned survey are stored on secured and protected servers of Qualtrics⁵ located in the EU territory.

Do we transfer your data to outside the EU territory?

No.

What are your rights?

First of all, participation in this survey is voluntary; so, you have the right to change your mind and withdraw participation at any time. Should you wish to do so, just contact EurofoundUserSurvey2024@email.icf.com. No justification needs to be given. Note, however, that as the processing of personal data is not based on your consent, withdrawal will not impact said processing.

In addition, you can exercise any of the rights granted to you by the EUDPR, meaning you have the right to access, rectify, erase and/or port your personal data, as well as to restrict or object to the processing of your personal data. To exercise your rights, please contact EurofoundUserSurvey2024@email.icf.com, specifying which right(s) you wish to exercise. The exercise of these rights is free of charge. However, where requests are

⁵ Who acts as a sub-processor of ICF.



manifestly unfounded or excessive, in particular because of their repetitive character, Eurofound may refuse to act on the request.

Finally, should you feel that the processing infringes the data protection rules, you are entitled to raise a complaint with the European Data Protection Supervisor (www.edps.europa.eu). Please find the complaints form [here](#).