

ENTSO-E PERSONAL DATA PROTECTION POLICY

- Visitor's access -

Last modified: 21 June 2021

Privacy – Key Facts

ENTSO-E protects your personal data and your privacy in compliance with the General Data Protection Regulation (GDPR) and any applicable implementation rules on the protection of privacy in relation with the processing of personal data. Your personal data shall be processed by ENTSO-E (International Non-Profit Association created under Belgian law, having its registered office at 1000 Brussels, rue de Spa, 8 - Belgium), acting as a data controller.

When you access to ENTSO-E's facilities, you shall be asked to provide your personal data to ENTSO-E.

This data protection policy explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how your personal data are used and which rights you have in relation to your personal data. It also specifies the contact details that you can use to exercise your rights.

Privacy – Further Information

1. In the context of this data protection policy, ENTSO-E collects the following categories of personal data:
 - First name and last name;
 - email address;
 - phone number;
 - company;
 - car plate number (if your car is parked within ENTSO-E's garage);
 - access date and times;
 - video surveillance images and recordings

2. Your personal data are collected and processed for and to the extent necessary to achieve the following purposes:
 - a) to manage your access to ENTSO-E facilities;
 - b) to establish a register of arrivals and departures ;
 - c) to ensure the safety of people visiting ENTSO-E facilities and the communication in case of emergency situation and/or required evacuation (fire alert, e.g.); and

- d) to ensure the integrity and security of ENTSO-E facilities and materials and protect ENTSO-E facilities, materials and employees against unauthorised and/or unlawful intrusion by registering access of external people and by operating a video surveillance system at premises access points.

3. The collection and processing of your personal data is based:

- on the legal obligations of ENTSO-E (all purposes);
- on the legitimate interest of ENTSO-E as the owner/operator of the facilities and materials (all purposes);

4. Your personal data shall not be transmitted to any recipient or third party other than, as the case may be:

- ENTSO-E staff ;
- ENTSO-E service provider in charge of the maintenance of the visitor management tool;
- Competent authorities if relevant or required.

Some of the above-listed recipients being established outside of the European Union territory, ENTSO-E implements the additional measures as mentioned in paragraph (5) below, where appropriate.

5. The personal data, which you transmit to ENTSO-E, are stored in a database managed by and under responsibility of ENTSO-E. Your data are stored exclusively on servers located within European Union. However, your personal data may be transferred outside the European Union, in countries the European Commission deems not to ensure an adequate level of protection of personal data. In this case, ENTSO-E will take appropriate safeguards with standard data protection clauses adopted by the Commission. These can be consulted at the headquarters of ENTSO-E.

6. Your personal data shall be stored/processed:

- for a term corresponding to 24 hours (as from check-in time) within the visit management tool;
- for a longer period if a legal obligation imposes ENTSO-E to keep them for a longer period, or in case of the discovery of a security incident prior to the expiry of the above-mentioned 24 hours period (in such a case, your personal data will be kept as long as necessary to properly handle the security incident, in connection with the competent authorities where relevant or required).
- video surveillance images and recordings shall be kept for one month, except if these images or recordings can contribute to the proof of an offence, damage or incivility or can allow the identification of a perpetrator, a disrupter of public order, a witness or a victim.

7. Upon request, dated and signed sent by email to ENTSO-E (privacy@entsoe.eu), and the proof of your identity, you may obtain the written communication of the data, the portability of the data and where appropriate, rectification, restriction of processing, deletion of those which are inaccurate, incomplete or irrelevant. Your request must be dated, signed, contain the proof of your identity and sent by email to ENTSO-E. It will be treated as free of charge if it is a reasonable volume. The request is considered as dismissed, where no action has been taken within 30 days from the request. You may apply to or lodge a complaint with the Data Protection Authority (Rue de la presse 35, 1000 Brussels –contact@apd-gba.be - Tel. + 32 2 274 48 00– Fax + 32 2 274 48 35) for the exercise of these rights.