



EUROPEAN EDUCATION AND CULTURE EXECUTIVE AGENCY (EACEA)

Data Protection Notice

The European Education and Culture Executive Agency ("EACEA") is committed to preserving the protection of your personal data. This notice provides information on your rights in relation to data protection and on how your personal data are processed by EACEA in accordance with Regulation (EU) No 2018/1725 on the protection of personal data by the Union institutions, bodies, offices and agencies¹ ("the Data Protection Regulation").

1. Who is responsible for processing your personal data (data controller)?

The controller is EACEA, BE-1049 Brussels

The person designated as being in charge of the processing operation is the Head of Unit A6 - Platforms, Studies and Analysis.

The contact Email address is EACEA-ONLINE-LANGUAGE-SUPPORT@ec.europa.eu

2. For which purpose do we process your data?

OLS is the European Union Online Language Support platform. Its primary objective is to support participants in EU mobility programmes: to prepare them to live and to study in their country of mobility. OLS provides linguistic support but also cultural awareness and advice on how to handle daily real-life situations in a practical and fun manner. It is available in all EU 24 official languages plus Serbian, Turkish, Icelandic, Norwegian and Macedonian for A1 - A2 levels and in the 5 most used languages (Spanish, French, English, German and Italian) for B1 - B2 levels.

Personal data is processed in order to give registered participants in the mobility management tools managed by Directorate-General for Education, Youth, Sport and Culture (DG EAC) and, those invited by mentors (role allocated by beneficiary institutions/organizations to language trainers/teachers) as well as community managers moderating the OLS communities. Personal data processing is necessary to allow individuals to engage in OLS mentoring groups and in learning community activities (e.g., audiovisual conferencing and recording, text and image messages, videos/webcam recording, pictures and photos, content, screen-sharing).

Personal data is also processed for communication and promotion activities ((e.g., monthly newsletters, surveys, contests, promotion of learning communities, mentoring groups, content, new functionalities), as well as for research and statistical purposes. Furthermore, personal data is processed when replying to content and technical related users' queries.

Your personal data are collected and used to:

¹ Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC Text with EEA relevance, OJ L 295, 21.11.2018, p. 39.

- Set up and manage the members' accounts
- Protect the platform against malicious activities
- Implement the verification process for newly registered users
- Manage cookies and consent management
- Keep history of user's operations performed
- Assure quality of the online content (e.g., monitoring and validation of publications on the platform)
- Allow users to create content
- Publish announcements, comments and feedback
- Share content, documents, scientific publications and contributions to discussion forums
- Organise and manage online and on-site or hybrid events (including live streaming, videos and recording of events)
- Provide specific e-services on the platform, like joining and being invited to communities, groups and conversations, activities/ events, receiving notifications and messages
- Inform & communicate with the platform users, community and groups members on existing communities and groups, specific community, groups and network activities
- Ensure platform functionalities and content as well as related activities such as participation to online and onsite events (e.g. OLS annual event, workshops, interviews, testimonials, community cafés, country groups events, etc.), calls for participation, contest, surveys, mentoring groups for motivational purposes, written contributions for input/output like achievements or contributions on the OLS platform by means of newsletters, announcements, notifications, posts, social media, user stories, emails, etc.
- Ensure subscription to Newsletter (Newsroom)
- Allow interaction and networking among the members of the communities/groups
- Identify new user needs and improve the quality/functioning of the platform
- Reply user queries
- Process authorization and contact forms
- Extract aggregated data for research and statistical purposes.

In addition:

- Other optional data submitted by mobility participants on OLS on a voluntary basis (e.g., messages in forums, online discussions and threads, files, photos, videos/webcam recordings and pictures) are processed to strengthen multicultural exchanges and promote language learning.
- Other information may be collected directly from the participants while handling helpdesk inquiries and providing content and technical support.

This is because EACEA is mandated by the European Commission to implement the ERASMUS Programme.

Your personal data will not be used for an automated decision-making including profiling.

3. Which personal data are processed?

In order to carry out the processing operation, the following data may be processed:

- Names, surnames;
- function;
- personal data that OLS users may disclose;
- contact details (e-mail address, telephone/GSM numbers, postal address, place of work/study, country of residence, country of destination, internet address);
- photos, images, voices, videos and meeting recordings and related consents
- for on-site event and if applicable: diet and/ or accessibility requirements and related consent
- for learners, estimated start and end of the mobility period, type of mobility.

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

Access to your personal data is provided to the EACEA staff responsible for carrying out this processing operation and to any authorised staff according to the “need to know” principle. Such staff abide by statutory confidentiality obligations.

The following recipients may also access to your personal data:

- Authorised staff of the European Commission, in particular: DG EAC, DG COMM, JRC, DG DIGIT & DG CNECT

- Authorised staff of the processors and their providers (sub-processors) who act on behalf and under the instructions of EACEA, namely:

1. European Service Network SA (Group Leader of the consortium) located in Brussels, Belgium

2. Centre de Langues à Louvain la Neuve et en Woluwe (CLL) ASBL, located in Louvain la Neuve, Belgium,

- Authorised staff of Erasmus+ and European Solidarity Corps National Agencies (including in the participating third countries)

- Authorised staff of beneficiary institutions/organisations (including in the participating third countries)

- OLS teachers/trainers supporting learners in their language learning activities

- General Public: publication of personal data can be made on the Internet, on EC and EACEA websites, in OLS newsletters, on EC corporate platforms and/or EC social media accounts.

The following third-party tools and services, which act as separate data controllers may be used based on consent:

- VIMEO platform – see [Privacy Policy | Vimeo](#);
- Facebook – see <https://www.facebook.com/privacy/policy/> ;
- Instagram – see [Instagram's Data Policy | How We Use Your Data | About Instagram](#);

EACEA does not control third-party tools and cannot be held responsible for their privacy policies or the way in which they may use your data.

For Erasmus+ /European Solidarity Corps participants, the results of the Placement Test will not be communicated to the other organisation(s) in the project.

As a registered OLS user, optional data submitted by users, e.g., messages in forums, online discussions and threads, files, videos/webcam recording and pictures posted onto the mentoring groups or learning communities may be visible to other OLS registered users.

In the context of MS Teams, data may be transferred to the U.S. in certain circumstances as specified in the Privacy Statement for M365 (<https://www.microsoft.com/en-gb/privacy/privacystatement>). This transfer is based on the Adequacy Decision adopted by the European Commission for the EU-U.S. Data Privacy Framework and, for other third countries, on derogations as per Article 50 of the Data Protection Regulation because the transfer is necessary for important reasons of public interest as recognized in the Union law listed in section 9 of this notice.

Slido may be used in accordance with its privacy policy (<https://www.slido.com/terms>). As Slido was acquired by Cisco, personal data may be transferred to Cisco in the US and the U.K. based on the related Adequacy Decisions adopted by the European Commission.

Vimeo can be used in accordance with its privacy policy (<https://vimeo.com/legal/privacy/policy>). As Slido was acquired by Cisco, personal data may be transferred to Cisco in the US and the U.K. based on the related Adequacy Decisions adopted by the European Commission.

Your data may also be processed via EU Survey in line with the following privacy statement: <https://ec.europa.eu/eusurvey/home/privacystatement>

Moreover, upon consent, personal data may be published on social media such as Facebook, Instagram, LinkedIn and X via accounts of the European Commission, which can trigger a transfer of personal data outside the EU in accordance with the respective social media privacy policies accordingly. Such transfers are based on the explicit consent of the data subjects under Article 50(1)(a) of Regulation (EU) 2018/1725. In such cases, the data subjects are informed via the data protection notice that the level of protection of personal data will depend on the law and/or practice of the third country, which might offer a lower level of protection of the personal data compared to the EU legislation.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

In addition, data may be disclosed to public authorities in accordance with Union and Member State law such as the European Court of Justice, the relevant national judge as well as the lawyers and the agents of the parties in case of legal proceedings, the Investigation and Disciplinary Office of the European Commission (IDOC), the competent Appointing Authority in case of a request or a complaint lodged under Articles 90 of the Staff Regulations, the European Anti-Fraud Office (OLAF), the Internal Audit Service of the Commission (IAS), the Court of Auditors, the European Ombudsman, the European Data Protection Supervisor (EDPS) and the European Public Prosecutor's Office (EPPO).

5. How long do we keep your personal data?

EACEA only keeps your personal data for the time necessary to fulfil the above-mentioned purpose and follows the Common Retention List of the European Commission.(CRL).

The retention period for community managers and teachers/trainers personal data that may be shared with EACEA (e.g. first and last name and contact email address) is of 5 years.

The retention period of personal data of actors, voice actors and scriptwriters participating in teaching videos for the language courses and videos featuring cultural and historical elements of programme countries' languages (such as last name, first name, signature, email address, country, visual and voice recording) is of 10 years from the day of the signature of the release form.

Photos and videos made by participants talking about their mobility experience that they may choose to upload in the OLS learning communities and photos, pictures, images, images recorded during audiovisual conferences and videos may be shared in the learning communities, mentoring groups, during training sessions, peer-learning, or individual discussions in chats. The retention period of these data is established in the EU Academy record and privacy statement. *“Educational or instructive videos and capture of image and/or voice: will be deleted 3 years after the last interaction of the user on the platform”.*

(<https://academy.europa.eu/admin/tool/policy/view.php?versionid=19&returnurl=https%3A%2F%2Facademy.europa.eu%2F>)

Videos, images and photographs of OLS users published on the EC and EACEA websites, EC corporate platforms and/or EC social media accounts or Vimeo upon consent will be removed 10 years after their publication.

The retention period of OLS user's personal data shared with EACEA for campaign emails (e.g., monthly newsletters, surveys, contests, promotion of learning communities, mentoring groups, content, new functionalities) for motivational purposes upon consent is of 5 years after the last log in of the user to EU Academy.

The retention period of user's personal data shared with DG CNECT (in Newsroom) to register to OLS newsletters is of 5 years after the last interaction (i.e., subscribing, confirming subscription, update users' profile) of the data subject with Newsroom. Users could erase his/her account or unsubscribe from the mailing list at any time and his/her profile and personal data will be completely erased. This is described in the data protection record No [DPR-EC-03928.1](#) and in the Newsroom [NR_CNECT - Data privacy statement of Newsroom](#)

The privacy policy for [EUSurvey](#) adheres to [Regulation \(EU\) 2018/1725](#). ([Privacy policy for websites managed by the European Commission - European Commission](#)).

At the end of the contract, the processors will hand over all information and data to EACEA and will not keep a copy of confidential information, documents, and personal data in any format.

The data remain solely for statistics, research and monitoring purposes, at the disposal of EACEA, the European Commission, National Agencies and Beneficiary institutions/organisations, ESN, Ecorys, CLL and other third parties under the authorisation of the Data Controller in an aggregated & anonymous format.

6. How do we protect and safeguard your personal data?

Relevant organisational and technical measures are taken by EACEA to ensure the security of your personal data.

Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed.

Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation. Access to your data is done via authentication system on an individual basis through user-ID and password. Your data resides on the servers of the European Commission or relevant clouds, which abide by strict security measures implemented by the European Commission (DG DIGIT) to protect the security and integrity of the relevant electronic assets. EACEA is bound by Commission Decision 2017/46 of 10/1/17 on the security of communications & information systems in the EC.

Contractors are bound by specific contractual clauses and requirements (confidentiality, etc) for any processing operations of your data on behalf of EACEA, and by data protection obligations deriving from the application of the Regulation and of the General Data Protection Regulation in the EU Member States ('GDPR' Regulation (EU) 2016/679).

7. What are your rights concerning your personal data and how can you exercise them?

Under the provisions of the data protection regulation, you have the right to request to the controller to access the personal data that EACEA holds about you and to have your personal data rectified in case your personal data are inaccurate or incomplete.

Where applicable, you have the right to request the erasure of your personal data and to restrict the processing of your personal data.

You are also entitled to object to the processing of your personal data on grounds relating to your particular situation at any time unless EACEA demonstrates compelling and overriding legitimate grounds or in case of legal claims.

You have the right to data portability.

When processing is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing before such a withdrawal

However, the data controller may restrict the rights of the data subjects based on article 25 of the Data Protection Regulation (in exceptional circumstances and with the safeguards laid down in the Regulation. Such restrictions are provided for in the internal rules adopted by EACEA and published in the [Official Journal of the European Union](#).²

Such a restriction will be proportionate, limited in time, and respect the essence of the above-mentioned rights. It will be lifted as soon as the circumstances justifying the restriction are no longer applicable. In principle, you will be informed on the principal reasons for a restriction unless this information may cancel the effect of the restriction. A more specific data protection notice may apply in such case.

8. Contact Information

If you have questions or wish to exercise your rights under the Data Protection Regulation or if you want or to submit a complaint regarding the processing of your personal data, you are invited to contact the Data Controller (see contact details above).

You can also contact the Data Protection Officer of EACEA at the following email address: eacea-data-protection@ec.europa.eu.

You may lodge a complaint with the European Data Protection Supervisor: <http://www.edps.europa.eu>.

9. On which legal basis are we processing your personal data?

We process your personal data, because:

- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body (as laid down in Union Law);
- the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

These are the Union laws that are the basis for such processing :

² <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32021Q0317%2801%29>

- Council Regulation 58/2003 of 19 December 2002, laying down the Statute for executive agencies to be entrusted with certain tasks in the management of EU programmes;
- Commission Implementing Decision (EU) 2021/173 of 12 February 2021 establishing the European Education and Culture Executive Agency;
- Commission Decision C(2021)951 of 12 February 2021 delegating powers to the European Education and Culture Executive Agency with a view to the performance of tasks linked to the implementation of Union programmes in the field of education, audiovisual and culture, citizenship and solidarity;
- Regulation (EU) 2021/817 establishing the Erasmus+ programme;
- Regulation (EU) 2021/888 establishing the European Solidarity Corps;
- Regulation (EU, Euratom) 2024/2509 on the financial rules applicable to the general budget of the Union

The following special category of personal data is being processed: health data (dietary information, accessibility concerning disabilities) in case of an onsite event. We process this special category of personal data, because: the data subject has given explicit consent to the processing for one or more specified purposes as explained above (to be able to participate to the event, etc.) .