

# WEB CONFERENCING

| Record of processing activity                |   |
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| Title  | Web conferencing  |
| Name and contact details of controller       | ENISA, Corporate Support Services Unit (IT), it-helpdesk@enisa.europa.eu  |
| Name and contact details of DPO              | dataprotection@enisa.europa.eu  |
| Name and contact details of Joint Controller | N/A   |
| Name and contact details of processor        | CISCO - for the provision of the Webex teleconference platform. ENISA has purchased the service under the European Commission's DG DIGIT SIDE II Framework Contract. A specific Data Processing Agreement (DPA) has been signed between ENISA and the processor CISCO.  |
| Purpose of the processing                    | <p>To support ENISA's internal and external communication, as well as the organisation of ENISA's online conferences and events. In particular, two web conferencing tools are used: i) Microsoft Skype for Business (S4B) on premise and ii) Cisco Webex online service. The tools are in more detail used for the following purposes:</p> <p>a) Internal and external communication (S4B and Webex): the purpose of the processing operation is to allow communication and collaboration between the Agency staff (calls, meetings, chats), Commission staff and externals (contractors, researchers etc.).</p> <p>b) Federation with other EU Agencies (only S4B): the purpose of the processing operation is to allow communication and collaboration between the Agency staff and staff in other EU Agencies. A directory of contact data is made available, so that ENISA staff can contact colleagues to S4B.</p> <p>c) Federation with public providers (only S4B): the purpose of the processing operation is to allow communication and collaboration between the Agency staff and external Skype business contacts. A directory of contact data is made available, so that ENISA staff can contact colleagues to S4B.</p> <p>d) Organisation of online conferences and events (only Webex): the purpose of the processing is to support the organisation of ENISA's online events and conferences.</p> |
| Description of data subjects                 | <p>ENISA staff.</p> <p>Staff of federated partners with whom ENISA has an agreement.</p> <p>External collaborators, contractors, etc. communicating with ENISA staff members.</p> <p>Participants in ENISA's online conferences and events.</p>   |
| Description of data categories               | <p>For S4B:</p> <p>a) Meeting/call related data (e.g. outgoing and incoming telephone numbers, email addresses of meeting attendees, call/meetings dates/times, etc.), stored on ENISA's servers. Meeting/call related data is also stored in S4B client and can be accessed by the end-user. Call logs in S4B are activated by default.</p> <p>b) The content of chat messages in S4B can be stored in the S4B client and in the user's mailbox, and can be accessed by the end-user. This feature has been deactivated by default (global setting) Recording of calls is possible via S4B and is by default deactivated.</p>  |



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|   | <p>c) For internal contacts, S4B depends on the corporate active directory for contacts utilisation but also includes presence information (available, busy, do not disturb, etc.). Presence information is activated by default.</p> <p>d) For federation with other EU Agencies and public providers, the personal data provided through the contact directory includes name, email / SIP address of ENISA staff and contacts of other EU Agencies, and potentially other data, depending on chosen privacy settings, such as telephone number(s) and presence information.</p> <p>For Webex:</p> <p>a) Host registration information: name, email address password. These data are processed by CISCO (processor) in order to provide for the registration of the host in a specific meeting.</p> <p>b) Meeting host information: meeting host, meeting site URL, start/end time. These data are processed by CISCO (processor) for billing purposes.</p> <p>c) User generated information: meeting and call recordings, transcriptions of call recordings, uploaded files. These data are processed by CISCO in order to provide the service and are deleted after the end of the meeting. The meeting host has access to these data and can store them locally (e.g. in case that call recording is activated).</p> <p>d) Analytics data: IP address, user agent identifier, hardware type, operation system type and version, client MAC address, meeting session information, call attendee information (including email address, IP address, username, phone number), etc. These data are processed by CISCO for analytics purposes.</p> |
| Time limits (for the erasure of data)   | <p>For S4B: Meeting/call related data is stored on ENISA's server for troubleshooting purposes for up to 6 months. Storage of chat messages is deactivated by default (global setting).</p> <p>For Webex: Meeting host information is maintained for 7 years by CISCO after termination of the service for audit purposes. User generated data are deleted by CISCO after each meeting. Analytics data are maintained by CISCO until the termination of the contract. Any locally stored user data will be deleted by the meeting host/organiser (ENISA) in accordance with its policy for events.</p>   |
| Data recipients                         | <p>For S4B: Designated staff of ENISA IT responsible for system operation and maintenance, in case of troubleshooting or investigation of security incidents.</p> <p>For Webex: Designated staff of ENISA (meeting host/organiser) and CISCO (processor); Designated staff of ENISA IT responsible for system operation and maintenance, in case of troubleshooting or investigation of security incidents.</p>  |
| Transfers to third countries            | <p>Relevant to CISCO Webex only.</p> <p>In particular, Webex host meeting information and analytics data are processed by Cisco (processor) in US and UK. For UK the processing is based on the Commission's adequacy decision for UK. For processing in the US, ENISA and CISCO have signed the latest version of the EC Standard Contractual Clauses (SCCs) - as part of the DPA signed between ENISA and CISCO.</p> <p>Transfers of personal data for the provision of the Webex service may also take in US and other third countries for the provision of technical support (follow-the-sun). These transfers are also governed by the EC SCCs signed between ENISA and CISCO (and form part of the DPA between the two parties).</p> <p>Communication of Webex meetings is end-to-end encrypted. CISCO has approved BCRs (NL DPA as lead authority).</p>   |
| Security measures - General description | <p>Skype for Business will be operated within the secure IT environment of ENISA. General security policy and technical/organisational measures applicable to ENISA's internal IT systems is applicable for S4B.</p> <p>Webex is operated in secure servers of processor(CISCO). Applicable security policies of processor and subprocessor are in place.</p>  |
| Privacy statement                       | <p>Available on intranet for all ENISA staff. Information on the use of CISCO Webex is provided, whenever relevant, in privacy statements of ENISA online conferences and events.</p>  |