



## RECORD NO: 47

# ENISA WEBSITE

### Record 47 of processing operation “ENISA website”

Date of last update	21/5/24
Name and contact details of controller	ENISA, Executive Director's Office (COMMs sector), webmaster [at] enisa.europa.eu
Name and contact details of DPO	dataprotection [at] enisa.europa.eu
Name and contact details of Joint Controller	N/A
Name and contact details of processor	Microsoft Azure providing cloud hosting services under a framework contract with the European Commission (Cloud II) to which ENISA is party. Bilbomatica S.A ( <a href="https://www.bilbomatica.es/">https://www.bilbomatica.es/</a> ) and its subcontractor Syslab GmbH ( <a href="https://www.syslab.com">https://www.syslab.com</a> ) providing web development and web hosting maintenance services under a contract with ENISA.
Purpose of the processing	The purpose of this processing activity is to support communication of any individual with ENISA through the website via website contact forms or via email. In addition, necessary technical information relating to website's visitors is processed through log files, in order to support the website's security, on the basis of standard information security practices.
Description of data subjects	ENISA website users e.g. security experts, MS representatives, EU officials, ENISA staff members etc.
Description of data categories	<p>The following personal data are being processed:</p> <ul style="list-style-type: none"><li>• Communication via website (contact forms or email): first and last name, email address, title/subject and content of your message.</li><li>• User accounts: first and last name, professional e-mail address, username IP and last login date.</li></ul> <p>Note: ENISA's website uses cookies for first party analytics, based on Matomo, an open source web analytics service to help analyse the use of this website. ENISA's cookies policy is available at:<a href="https://www.enisa.europa.eu/about-enisa/cookies">https://www.enisa.europa.eu/about-enisa/cookies</a></p>
Time limits (for the erasure of data)	<p>Personal data will be kept up to a maximum period of 1 year for communication via the website. Cookies will be retained as per cookies policy.</p> <p>User account data will be kept as long as users of the website maintain their accounts active. Non active accounts (e.g. of past staff members) are deleted upon the staff member's departure.</p>
Data recipients	Access to the data will be granted only to designated ENISA staff and designated staff of the ENISA processor. In case of contacts via the website, if the management team of the mailbox is unable to answer a question, it will forward the email to another service within ENISA. The data may also be available to EU bodies charged with monitoring or inspection tasks in application of EU law (e.g. internal audits, European Anti-fraud Office – OLAF).
Transfers to third countries	No transfers outside EU/EEA are foreseen





Security measures - General description	General security policy and technical/organisational measures applicable to ENISA's internal IT systems and ENISA's website.
Privacy statement	Available at ENISA website <a href="https://www.enisa.europa.eu">https://www.enisa.europa.eu</a>

