European Union Agency
for Cybersecurity

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RECORD NO: 90

SERVICENOW SFM

Record 21 of processing operation “ServiceNow SFM”	
Date of last update	19/1/2026
Name and contact details of controller	ENISA, Corporate Support Services (IT), core-it [at] enisa.europa.eu, facilities [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	ServiceNow Nederland B.V. Hoekenrode 3, 1102 BR, Amsterdam Zuidoost, (THE NETHERLANDS) under a contract with ENISA. Sub-processors (in case of requested and authorised support) - Further information are provided below in the section "Transfer to third countries": • ServiceNow, Inc. (USA), ServiceNow Australia Pty Ltd (Australia), ServiceNow Software Development India Private Limited (India), ServiceNow UK Ltd. (United Kingdom). ServiceNow Ireland Limited (Ireland) and ServiceNow Japan K.K (Japan) (collectively, "Sub-Processor Affiliates"). A master Subscription Service Agreement between ServiceNow and DIGIT is available.
Purpose of the processing	The purpose of the processing operation is to support ENISA users to: • Register a guest at ENISA premises in Athens; • Submit a general request or report outages, missing or damaged items; • Plan an on-site event with guests/visitors; • Request furniture; • Request postal services; • Request office access for staff during non-working houts • Request an EU Commission access badge; • Request business cards; • Apply for issuance or renewal of a diplomatic ID; • Workspace relocation request. And also provide internal statistics via aggregated data on the use of each service.
Description of data subjects	ENISA staff members and external (to ENISA) data subjects acting as guests/visitors at ENISA premises, receiving post from ENISA or otherwise included within the scope of the processing operation.
Description of data categories	• ENISA staff member account and log in details

	• Register a guest at ENISA premises in Athens ○ Visitor/Guest identification and contact data such as First Name (mandatory), Last Name (mandatory), Visitor Type, Visitor’s email (mandatory), phone number, organisation etc ○ Visit details such as location, visit description, host and co-hosts, need for wifi etc. • Submit a general request or report outages, missing or damaged items and furniture request ○ Request details such as requestee, impacted staff members, urgency, request date and time, etc • Plan an on-site event with guests/visitors ○ Visitor/Guest identification and contact data such as First Name (mandatory), Last Name (mandatory), Visitor Type, Visitor’s email (mandatory), phone number, organisation etc ○ Visit details such as location, visit description, host and co-hosts, need for wifi, entrance point, staff responsible for registration, need for catering, IT support etc. ○ Data are deleted 25 months after the request has been completed and the ticket is closed. • Request postal services ○ Recipient’s address, full name, phone number, company (mandatory) ○ Detailed description of content to be shipped, desired pick up date and return label (mandatory). • Request office access for staff during non-working hours ○ ENISA staff member details, arrival date and time, departure date and time, justification (mandatory), additional information and parking requirement (optional). • Request an EU Commission access badge ○ ENISA staff member details, reson for request, wished date and time for appointment, Birth date, Nationality, Personnel N°, Status Contract type (mandatory) • Request business cards ○ ENISA staff member details including Job Title, Unit, Email, Telephone number, Address and quantity of cards. • Workspace relocation request ○ ENISA staff member details and relocation details.
Time limits (for the erasure of data)	• Register a guest at ENISA premises in Athens ○ Data are deleted 185 days after the visit takes place • Submit a general request or report outages, missing or damaged items ○ Data are deleted 25 months after the request is completed and the ticket is closed. • Plan an on-site event with guests/visitors ○ Data are deleted 185 days after the visit takes place. • Request furniture ○ Data are deleted 25 months after the request has been completed and the ticket is closed. • Request postal services ○ Data are deleted 185 days after the visit takes place. • Request office access for staff during non-working hours ○ Data are deleted 25 months after the ticket is closed. • Request an EU Commission access badge ○ Data are deleted 25 months after the ticket is closed. • Request business cards

	○ Data are deleted 25 months after the ticket is closed. • Workspace relocation request ○ Data are deleted 25 months after the request has been completed and the ticket is closed.
Data recipients	Designated ENISA staff involved in IT management, ENISA Information Security Officer, Service Now dedicated staff responsible for technical support, ENISA contractors' tasked with the development of the platform. 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.Disciplinary files and administrative investigation files are kept in a locked filling cabinet allowing to access solely to authorised individuals.The electronic files are saved on a secured drive, with limited access.
Privacy statement	Available on ENISA's intranet for all ENISA staff.