



Specific Service Privacy Statement

Customer Satisfaction Survey

This privacy statement explains how the Fuel Cells and Hydrogen 2 Joint Undertaking (here after referred to as FCH 2 JU) uses any information you give to us while filling in the customer satisfaction survey, and the way we protect your privacy.

1. Context and Controller:

The FCH 2 JU wishes to give its stakeholders and partners the opportunity to express their views on different matters and aspects of their relationship with the FCH 2 JU by means of Customer Satisfaction Surveys. The persons invited (Data Subjects) are participating in the survey on a voluntary basis.

The main part of the survey outcome is a statistical analysis of anonymous responses of a questionnaire. All responses and comments will be aggregated and anonymised and no personal data will be included in the resulting report.

Personal data will be collected and further processed for the purposes detailed hereafter under point 2. This survey is under the responsibility of the Executive Director of the Fuel Cells and Hydrogen 2 Joint Undertaking, acting as the Controller.

For this collection and further processing of personal data, Regulation (EC) 45/2001, of the European Parliament and of the Council of 18 December 2000 *on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data*, is applicable.

2. What personal information do we collect, for what purpose and through which technical means?

2.1 Types of personal data

Carrying out a customer satisfaction survey requires the collection of the following types of information:



2.1.1 Contact information of customers

The contact information collected and further processed are:

- Their contact information, i.e. :
 - email address,

2.1.2 Opinions of customers on FCH 2 JU services and support expressed in the survey

The information on customers' opinion concerning FCH 2 JU services and products expressed in the survey, collected and further processed are:

- information provided through questionnaire,

2.2 Legal Basis of processing:

The legal basis of the survey conducted by the FCH 2 JU including its management and the related processing, is Council Regulation (EU) No 559/2014 of 6 May 2014 *establishing the Fuel Cells and Hydrogen 2 Joint Undertaking*

In line with Article 5(a) of Regulation EC 45/2001 the processing operation is necessary for the performance of tasks carried out in the public interest on the basis of the Treaties or other legal instruments adopted on the basis thereof. The lawfulness of the processing of personal data is also based on Article 5(d) of Regulation EC 45/2001 whereby the data subject has unambiguously given its consent. By filling in the questionnaire of the survey, you will be considered to have given your consent to the processing of your data in the context of this survey.

2.3 Purpose and technical means

2.3.1 Contact information

- To establish, maintain and update a database holding contact information of those stakeholders having received a service from the FCH 2 JU. This information will be collected by the FCH 2 JU Communications team, who will enter the information into an electronic database.
- To send an invitation (by email) to participate in the FCH 2 JU customer satisfaction survey(s).

2.3.2 Opinions of customers on FCH 2 JU services and support expressed in the survey:



- To obtain data subjects' opinion on various aspects of the services and products rendered by the FCH 2 JU via a web-based questionnaire.

- To analyze the questionnaire information statistically and to draw conclusions on customer satisfaction.

This information will be treated confidentially and anonymously.

2.4 Technical Information

- Before the publishing of the report all information related to the survey is stored on secured servers of the processor. After the writing and delivering of the report to the FCH 2 JU, only anonymous raw data will be further kept by transfer and then stored on secured servers of the FCH 2 JU.

3. Who has access to your information and to whom is it disclosed?

The detailed responses are only available to the contractor who is bound by the Regulation (EC) 45/2001. After the writing and publication of the report, only anonymous raw data will be transferred and stored on secured servers of the FCH 2 JU. Only aggregated results and anonymised comments will be made available to the FCH 2 JU Governing Board.

No personal data is transmitted to parties which are outside the recipients and the legal framework mentioned.

4. How do we protect and safeguard your information?

The collected personal data is stored before publishing the report on the servers of the processor (Julhiet-Sterwen). After delivering the report, the anonymised raw data will be stored on the servers of the FCH 2 JU, the operations of which abide by the FCH2 JU's security decisions and provisions established for this kind of servers and services. This includes the Common It Security Policy, implemented by the FCH2 JU, applying the security measures described in the Commission Decision C (2006)3602 concerning the security of information systems used by the European Commission, Implementing Rules for the Commission Decision C(2006)3602, Standards on Information Systems Security, Complementary information systems security policy and control measures as applied to specific applications by respective system owners.

5. How can you verify, modify or delete your information?

You have the right to access your personal data and the right to correct any inaccurate or incomplete personal data. Should you want to verify which personal data is being stored on your behalf by the responsible controller, and have it modified, corrected or deleted, please send an e-mail to the functional mailbox (see address below under 'Contact Information'), specifying your request.



Attention is drawn to the consequences of a deleted request, which means that all your contact details will be lost.

5. How long do we keep your data?

Your personal data is kept for a general retention period of five years. In case you have received a service from the FCH 2 JU during these two years, your contact information will be updated. Else, your contact data will be deleted.

6. Contact information

Should you have any queries concerning the processing of your personal data, please address them to the controller under the following mailbox:

programme-office.survey@fch.europa.eu

7. Recourse

You have right of recourse at any time to the Data Protection Officer of the FCH2 JU (Data-Protection@fch.europa.eu).

You have the right to submit a complaint at any time directly to the European Data Protection Supervisor:

Rue Wiertz 60 – MO 63

B-1047 Bruxelles

Belgium

Tel: +32 2 283 19 00

Fax: +32 2 283 19 50

Email: edps@edps.europa.eu