



Data Protection Notice

Insurance services for volunteers under Erasmus+, European Solidarity Corps and the EU Aid Volunteers Initiative

The European Education and Culture Executive Agency ("EACEA") is committed to preserving your privacy. All personal data are dealt with 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").

The following Data Protection Notice outlines the policies by which the EACEA collects, manages and uses the personal data of the concerned individuals within the insurance services for volunteers under Erasmus+, European Solidarity Corps and the EU Aid Volunteers Initiative.

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

The controller is the European Education and Culture Executive Agency, BE-1049 Brussels. The person designated as being in charge of the processing operation is the Head of Unit A.5 Youth, EU Solidarity Corps and Aid Volunteers, EACEA.

Email address for the insurance for EU Aid Volunteers Initiative volunteers:
EACEA-EUAID-VOLUNTEERS@ec.europa.eu

Email address for the insurance for Erasmus+ and European Solidarity Corps volunteers:
EACEA-SOLIDARITY-CORPS@ec.europa.eu

2. Which personal data are processed?

Categories of personal data:

- in the form of personal identification numbers
- concerning the data subject's private sphere (optional)
- concerning pay, allowances and bank accounts
- concerning the data subject's family
- concerning the data subject's career
- concerning missions and journeys
- concerning expenses and medical benefits
- concerning telephone numbers and communications
- concerning names and addresses (including email addresses)
- Concerning health
- Other: please specify:

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.

Data originally collected during the enrolment process in the Erasmus+, European Solidarity Corps on the Youth Portal includes:

- Mandatory: first name, family name, data of birth, gender, email address, country of residence, country of nationality;
- Optional: address, phone number, education and employment, languages, CV.

Data originally collected during the enrolment process in the EU Aid Volunteers Initiative on the EU Aid Volunteers Initiative (EUAV) Platform includes:

- EU Aid volunteers: username, first name, family name, date of birth, gender, postal address, country of legal residence, nationality, email address, emergency contact, prior knowledge and experience, availability for projects, motivation to volunteer on a project, any additional information user wishes to provide, willingness to receive emails from EUAV.
- EU Aid online volunteers: username, first name, family name, gender, date of birth, nationality, telephone number(s).
- Authorised representatives of certified organisations: first name, family name, user name, email address, organisation(s) the person is entitled to administer.
- Platform users linked to a certified organisation or EUAV project: name, email address.
- Individual members of the public registered to the public forum: first name, family name, user name, email address, organisation(s) if applicable, country
- Project leaders: first name, family name, user name, email address, organisation(s) and project(s) for which the person is entitled to edit and create content.

The enrolment lists to the insurer's database contain the following personal data:

Personal Cigna reference number, Last name, First name, Gender, Date of birth, Start date and end date of the mobility/deployment, Nationality, E-mail address of the Volunteer/Participant, Last name and first name of the contact person in the Sending Organisation, e-mail address of the contact person in the Sending Organisation, Addressee (volunteer or contact person) for Youth card delivery, European Solidarity Corps participant's reference number, Hosting organisation contact person, Post address of the hosting organisation, e-mail of the contact person in the hosting organisation and city and country of deployment.

The insurer collects and processes the following data, with the unique purpose of providing insurance coverage to the volunteers according to the contracts signed between the insurer and EACEA (contracts numbers 2014-3552 and 2015-1880):

Name, address, contact details, date of birth, gender, relationship to EACEA, national identification number, passport number or driving license number; information linked to the provision of the services (for example, to review and pay claims; to issue guarantee of payment/s when applicable); Information about job including job title or any other that may be strictly required to provide the services, provided that there is a connection between the access to the services and the job or job title; information relating to previous policies or claims; financial information such as bank or payment details; telephone recordings and other logs of your correspondence with the insurer; sensitive data including details of current and past physical and/or mental health.

3. For which purpose do we process your data?

Data processing is necessary for the following purposes:

1. To ensure the provision of insurance services for volunteers under Erasmus+, European Solidarity Corps and the EU Aid Volunteers Initiative during their participation in the

activities organised following grant agreements or grant decisions in line with the related Programmes' legal basis.

2. Regarding the insurance contract for Erasmus+ and European Solidarity Corps participants, the monthly lists of insured volunteers may be analysed by DG EAC and sent to the National Agencies for Erasmus+ and European Solidarity Corps in order to organise adequate training offer.
3. Regarding the insurance contract for EU Aid volunteers, DG EAC sends information to Heads of EU Delegations in order to give them an updated information of the volunteers deployed in each third country in the framework of critical incident management.

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

Access to personal data may be given on a need-to know basis to the following recipients:

- Designated staff of the European Commission in particular, Directorate General Education and Culture (DG EAC) for the insurance contract for Erasmus+ and European Solidarity Corps participants and for the insurance contract for EU Aid Volunteers. For the latter, in addition; the Heads of EU Delegations;
- Designated staff of EACEA;
- Authorised staff of the contractor of the Service contracts N° 2015-1880 (insurance contract for Erasmus+ and European Solidarity Corps participants) and N°2014-3552 (insurance contract for EU Aid Volunteers): Cigna International Health Services BV.

Personal data collected will never be used for marketing purposes.

In addition, in case of control or dispute, personal data can be shared with and processed by the bodies charged with a monitoring or inspection task in application of Union law in compliance with the applicable data protection rules and within the scope of their tasks entrusted by the relevant legislation. This includes, in particular, the following recipients:

- The European Court of Justice or a national judge as well as the lawyers and the agents of the parties in case of a legal procedure;
- The European Anti-Fraud Office (OLAF);
- The Internal Audit Service of the Commission
- The Investigation and Disciplinary Office of the Commission (IDOC)
- The European Court of Auditors
- The European Ombudsman
- The European Public Prosecutor's Office
- EU courts and national authorities

5. How long do we keep your personal data?

10 years after the closure of the insurance contract for contractual matters (legal basis).

Personal data is also kept by the contractor in accordance with Cigna's Records Retention Schedule for correspondence or claim related to legal regulatory obligations of CIGNA.

6. 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 access the personal data EACEA holds about you;
- Request a rectification of your personal data where necessary;
- Request the erasure of your personal data;
- Request the restriction of the processing of your personal data;
- Request to receive or to have your data transferred to another organization in commonly used machine readable standard format (data portability).

As this processing of your personal data is based on point of Article 5(1)(a) of the data protection regulation, please note that you have the right to object to processing of your personal data on grounds relating to your particular situation under the provisions of Article 23 of the data protection regulation.

Article 25 of Regulation (EU) 2018/1725 provides that, in matters relating to the operation of EU institutions and bodies, the latter can restrict certain rights of individuals in exceptional circumstances and with the safeguards laid down in that Regulation. Such restrictions are provided for in internal rules adopted by EACEA and published in the Official Journal of the European Union (<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32021Q0317%2801%29>).

Any such restriction will be limited in time, proportionate 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. You will receive a more specific data protection notice when this period has passed.

As a general rule you will be informed on the principal reasons for a restriction unless this information would cancel the effect of the restriction as such.

You have the right to make a complaint to the EDPS concerning the scope of the restriction.

7. Your right to have recourse in case of conflict on any personal data issue

In case of conflict on any personal data protection issue you can address yourself to the Controller at the above mentioned address and functional mailbox.

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 at any time: <http://www.edps.europa.eu>.

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

The main legal basis of the processing of personal data is:

- Article 5(1)(a): 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:

The legal basis are:

- Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012

- Commission Implementing Decision (EU) 2021/173 of 12 February 2021 establishing the European Education and Culture Executive Agency and repealing Implementing Decisions 2013/801/EU, 2013/771/EU, 2013/778/EU, 2013/779/EU, 2013/776/EU and 2013/770/EU.
- Commission Decision C (2021)951 and its annexes delegating powers to EACEA for the management of programmes in the MFF 2021-2027.
- Regulation (EU) 2021/817 of the European Parliament and of the Council of 20 May 2021 establishing Erasmus+: the Union Programme for education and training, youth and sport and repealing Regulation (EU) No 1288/2013, OJ L 189, 28.5.2021, p. 1–33
- Regulation (EU) 2021/888 of the European Parliament and of the Council of 20 May 2021 establishing the European Solidarity Corps Programme and repealing Regulations (EU) 2018/1475 and (EU) No 375/2014 (Text with EEA relevance)
- Regulation (EU) 2018/1475 of the European Parliament and of the Council laying down the legal framework of the European Solidarity Corps
- Regulation (EU) No 375/2014 of the European Parliament and of the Council of 3 April 2014 establishing the European Voluntary Humanitarian Aid Corps (‘EU Aid Volunteers initiative’)
- COMMISSION IMPLEMENTING REGULATION (EU) No 1244/2014 of 20 November 2014 laying down rules for the implementation of Regulation (EU) No 375/2014 of the European Parliament and of the Council establishing the European Voluntary Humanitarian Aid Corps (‘EU Aid Volunteers initiative’).

Article 10(2) (g) processing of health related data is necessary for reasons of substantial public interest