# Record of processing activity No 4 – Teleconferencing Platform

|  |  |
| --- | --- |
| Title | **Teleconferencing Platform** |
| Name and contact details of controller | ECCC, Administration Unit, IT, infosec [at] eccc.europa.eu |
| Name and contact details of DPO | data-protection [at] eccc.europa.eu |
| Name and contact details of Joint Controller | N/A |
| Name and contact details of processor | Microsoft Ireland operations Ltd for the provision of MS Tea ms service. ECCC has purchased the service  under the DIGIT Framework Contract DI-7880  via an Interinstitutional Licensing Agreement (ILA) with the European  Commission (to which ECCC is also party). A specific Data Processing Agreement  has been signed between the European and Microsoft under the ILA that is also  applicable for the processing of personal data via the Teams platform |
| Purpose of the processing | The purpose of the processing is to:   * allow communication and collaboration between the ECCC staff (calls, meetings, chats), Commission staff, NCCs and externals (contractors, stakeholders, etc.,); * organisation of online or hybrid conferences and events; * allow federation with other EUIBAs and enable communication and collaboration between the ECCC staff and other EUIBAs staff. A directory of contact data is made available, so that ECCC staff can contact colleagues via MS Teams. |
| Description of data subjects | ECCC staff, staff of federated partners with whom ECCC has an agreement,  external (to the ECCC) collaborators, contractors, etc. communicating with ECCC staff  members, participants in ECCC's online conferences, events, webinars, meetings  (upon invitation) |
| Description of data categories | The following types and categories of personal data are being processed with the use of the MS Teams platform:   * **User data** (for all registered users, i.e., ECCC staff members and externals): * Profile data (e.g., account info, email address, profile picture, phone number) * Meeting content such as audio and video, possible screen share, chat, possible shared files, possible audio and video recordings, possible transcript * Voicemail * Call history (A detailed history of the phone calls, which allows to each user to go back and review their own call records).      * **Service-Generated Data**: This is data generated my Microsoft through operation of the service, like use or performance data. Call quality data (this includes call and meeting data available to the ECCC system administrator in order to troubleshoot issues with meeting quality and service usage). This also includes technical and connection data to be used for example to provide Outlook calendar links. (e.g., IPs, device identifiers).      * **Technical Support Data:** Means all data, including all text, sound, video, image files, or software, that are provided to Microsoft by, or on behalf of, ECCC through an engagement with Microsoft to obtain Professional Services or Support. This may include information collected over phone, chat, e-mail, or web form. It may include description of problems, files transferred to Microsoft to resolve support issues, automated trouble-shooters, or by accessing customer systems remotely with customer permission. * **Administrative/Billing Data:** Contractual, account and billing information. |
| Time limits (for the erasure of data) |  |
| Data recipients | * ECCC staff responsible for the service (e.g., IT system administrators) have access to personal data such as participant information, meeting information. The access is for system operation and maintenance, troubleshooting or investigation of security incidents. By default, administrators do not have access to [channels](https://learn.microsoft.com/en-us/microsoftteams/private-channels) they are not members of, although this is possible via the Compliance Console (if an admin is granted special permissions over not owned data, an alert is sent to the rest of the administrators). * Microsoft for delivering the service. [What personal data does Microsoft Teams collect and for what purposes does Microsoft Teams use this data?](https://learn.microsoft.com/en-us/microsoftteams/teams-privacy) * The MS Teams service processors (Microsoft and its online services [sub processors](https://www.bing.com/ck/a?%21&&p=857b4a82a60a62c3JmltdHM9MTY5NzQxNDQwMCZpZ3VpZD0yNWZjMDU3NS1lOTI0LTY2MTgtMzdhNi0xNmVjZTgxNjY3NmEmaW5zaWQ9NTE5OQ&ptn=3&hsh=3&fclid=25fc0575-e924-6618-37a6-16ece816676a&psq=Online+Services+sub-processors+List&u=a1aHR0cHM6Ly9hcGkuc2VydmljZXRydXN0Lm1pY3Jvc29mdC5jb20vYXBpL3YyL2Rvd25sb2FkRG9jdW1lbnRzLzY0NzFjOTJhLWQyNzQtNDE4OC05MTRhLTAzM2FhM2VmYjI5Nj90cms9cHVibGljX3Bvc3RfY29tbWVudC10ZXh0&ntb=1). These sub-processors only have access to aggregated data) * The participants of an MS Teams call/meeting have access to the meeting information such as the chat, name of the meeting participants, and the content shared in the meeting. |
| Transfers to third countries | No transfer outside EU/EEA take place.  Data are stored and further processed within Microsoft data centers exclusively in EU under the Microsoft data boundary program. |
| Security measures – General description | General security policy and technical/organisational measures applicable to ECCC’s  IT systems and ECCC’s website. |
| Privacy statement | Available to ECCC intranet and to invited participants |