

# EENA – Privacy Policy

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## 1 Introduction

EENA, the European Emergency Number Association, is a citizen non-profit working to contribute to the improvement of citizen safety in Europe and the world. EENA commits to treat any personal data

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with respect, confidentiality and adherence to any applicable laws. EENA takes the privacy of your personal information very seriously and is committed to safeguarding your privacy and your personal information, complying with the Data Protection Act 2018. This Privacy Policy relates to our use, of any personal information we collect from you directly, or indirectly via 3rd party data providers, covering individuals who:

- use our services (members of EENA networks and working groups);
- contact us concerning our services;
- are a subscribed reader or single requester of our publications;
- attend or register to attend our events (including online events) or other events in which EENA participates;
- participate to projects in which EENA participates;
- have been identified through research over public resources;
- supply products or services to EENA;
- have applied to work for EENA, or are current or former employees of EENA.

This Privacy Policy will explain the following:

- what personal information may be collected about you;
- how EENA will use this personal information;
- when EENA may use this personal information to contact you;
- how long will EENA retain your personal information;
- how this personal information may be shared with other parties;
- how your personal information will be kept secure;
- your rights regarding the personal information you provide to us;
- how to contact us.

In this policy, personal information means information relating to an identified or identifiable natural person. An identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, and online identifier or to one or more factors specific to his/her physical, physiological, genetic, mental, economic, cultural or social identity.

## 2 What personal information is held about you and how do we use it?

### 2.1 Information that you provide to us

EENA collects personal data, as a result of its various activities. These activities are listed below, together with an explanation of the data collected and the lawful basis for processing.

#### 2.1.1 Users of our services

EENA collects personal information from you when you use our services (members of EENA networks and working groups), including name, email address, telephone number, organisation name and job title.

This personal information:

- Will be used to carry out obligations arising from being a registered user of our services. The lawful basis for processing personal information for this purpose will be "Contractual Need".
- Will be used to send you personalised communications which you have requested or may be of interest to you. These may include information about publications, webinars, events, surveys, service developments. The lawful basis for processing personal information for this purpose will be "Legitimate Interest".
- May be made available to registered users of EENA services (members of EENA networks and working groups) in the framework of a very specific request. This request should imply that you

will be contacted regarding something that is valuable for you and your organisation. It is always assessed carefully by EENA.

The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.2 Individuals contacting us concerning our services

EENA collects personal information from you when you contact us about our services or subscribe to our newsletters, including name, email address, telephone number, organisation name and job title.

This personal information will be used to send personalised communications which have been requested or may be of interest to the individual. These may include information about publications, webinars, events, surveys and service developments.

The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.3 Subscribed reader or single request reader of our publications

EENA collects personal information from you when you subscribe or request a single copy of our publications, including name, email address, telephone number, organisation name and job title.

This personal information:

- Will be used to carry out obligations arising from being a subscribed reader of our publication/s. The lawful basis for processing personal information for this purpose will be "Legitimate Interest".
- Will be used to send you personalised communications which you have requested or may be of interest to you. These may include information about publications, webinars, events, surveys, service developments. The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.4 Attendees or registrants to our events (including online events)

EENA collects personal information from you when you register to attend an event organised by EENA. The personal information collected includes name, email address, telephone number, organisation name and job title.

This personal information:

- Will be used to carry out obligations arising from being a registered attendee of our event. The lawful basis for processing personal information for this purpose will be "Legitimate Interest".
- Will be used to send you personalised communications which you have requested or may be of interest to you. These may include information about publications, webinars, events, surveys, service developments. The lawful basis for processing personal information for this purpose will be "Legitimate Interest".
- May be made available to 3rd party recipients for direct marketing of their product or services. The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.5 Attendees or registrants to events/meetings in which EENA participates

EENA collects personal information from you when you meet with us at an event/meeting and give us your business card. The personal information collected includes name, email address, telephone number, organisation name and job title.

This personal information will be used to send personalised communications which have been requested or may be of interest to the individual. These may include information about publications, webinars, events, surveys and service developments.

The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.6 Individuals who participate to projects in which EENA participates

EENA collects personal information from you when you participate to a project in which EENA participates. The personal information collected includes name, email address, telephone number, organisation name and job title.

This personal information:

- Will be used to carry out obligations arising from being an employee of an organisation that is an official partner of the project.  
The lawful basis for processing personal information for this purpose will be "Legitimate Interest".
- Will be used to send you personalised communications which you have requested or may be of interest to you. These may include information about publications, webinars, events, surveys, service developments.  
The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.7 Individuals who have been identified through research over public resources

EENA collects personal information from you when it's available publicly (mainly online e.g. Organisation website; Google search), including name, email address, telephone number, organisation name and job title.

This personal information will be used to send personalised communications which may be of interest to the individual. These may include information about publications, webinars, events, surveys, service developments and press releases.

The lawful basis for processing personal information for this purpose will be "Legitimate Interest".

### 2.1.8 Companies and individuals who supply products or services to EENA

EENA collects personal information from you when you supply products or services to EENA, including name, email address, telephone number, organisation name and job title.

We will use this personal information to carry out obligations arising from you providing us products or services.

The lawful basis for processing your personal information for this purpose will be "Contractual Need".

### 2.1.9 Individuals who have applied to work for EENA

EENA collects personal information from you when you apply to work for EENA, including name, email address, postal address, telephone number, employment history, education history and details of referees.

We will use this personal information to complete the interview process, we will use your personal information to communicate with you, complete background checks where permitted by law and manage your application through the interview selection process.

The lawful basis for processing your personal information for this purpose will be "Contractual Need".

### 2.1.10 Individuals who are current or former employees of EENA

EENA collects personal information from you when you work for EENA, including name, email address, postal address, telephone number, date of birth, employee identification number, bank details, national insurance number, ID card and/or passport data.

We will use this personal information:

- To enable us to employ, pay and manage your work.  
The lawful basis for processing your personal information for this purpose will be "Contractual Need".
- To comply with applicable tax, employment and health & safety laws.



The lawful basis for processing your personal information for this purpose will be "Compliance with Legal Obligations".

## 2.2 Information provided to us by 3rd parties

We don't collect data through 3<sup>rd</sup> parties.

## 3 How long do we retain personal information?

We will retain and process your personal information as long as is needed to provide the service that you've elected to receive from us.

For personal information used by us for our own direct marketing and information sharing purposes, we will retain them indefinitely unless requested otherwise by the owner of the data.

## 4 How will personal information be shared?

We share information, including personal information, with trusted third-party service providers, that we use to provide hosting for and maintenance of our websites, event management, customer relationship management, payment processing, support, accounts, analytics and other services for us. We do not permit our third-party service providers to use the personal information that we share with them for their marketing purposes or for any other purpose than in connection with the services they provide to us.

To facilitate these services the personal information we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"), in order to conduct our business operations. In such cases a data processing agreement will be in place with the data processors and 3<sup>rd</sup> parties to ensure your personal information is processed in accordance with the Data Protection Act.

EENA will in certain circumstance disclose your personal information if required to do so by law or in the good faith belief that such action is necessary to:

- conform to the edicts of the law or comply with legal process served on EENA;
- protect and defend the rights or property of EENA; and,
- act under exigent circumstances to protect the personal safety of users of EENA, or the public.

## 5 How is personal information kept secure?

EENA is committed to protecting the security of your personal information. We will use a variety of security technologies and procedures to protect your personal information from unauthorised access, use or disclosure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our site or to third-party platforms that are used by EENA (e.g. for event registration purposes); any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

EENA secures the personal information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure.

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## 6 What are your choices with your personal information?

One can always unsubscribe from EENA's communications by scrolling down to the footer of the email and click on "Unsubscribe".

EENA is committed to providing you with control on how your data is used and processed. You can review, edit or delete your personal information free of charge by contacting us directly at [DPO@eena.org](mailto:DPO@eena.org)

Your rights concerning your personal information are:

- you can ask about the personal information we hold about you and we will show you, free of charge;
- you can request your personal information is corrected and we will update the details and inform you when completed, free of charge;
- you can object to your data being processed and we will stop processing your data once no longer required for performance of contract or legal obligations, free of charge;
- you can object to receiving direct marketing communications from us and we will stop all communications by channel (email, post, telephone or SMS), free of charge.  
In addition, any direct marketing communications you receive from us will always include a clear, simple method to 'opt-out' of future communications by channel.
- you can ask for your personal information to be erased, once no longer required for performance of contract or legal obligations, which we will complete bar keeping the minimal personal details to ensure we do not contact you again, free of charge;
- Any request by you to no longer use your personal information by 3rd parties for commercial data information, will be completed free of charge.

## 7 Changes to this Policy

EENA will occasionally update this Privacy Policy to reflect company and customer feedback. EENA encourages you to periodically review this policy to be informed of how EENA is protecting your information. You can do that directly on the EENA website at [www.eena.org](http://www.eena.org).

## 8 Contact Us

EENA welcomes your comments regarding this Privacy Policy or about EENA's privacy practices.

Please contact us by email at [DPO@eena.org](mailto:DPO@eena.org)