

Visitors Management Service

Record of ESMA activities processing personal data, based on Article 31 of 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.

Nr.	Item	Record information
Visitors management system		
1	Last update of the record	12/10/2022
2	Reference number	ESMA40-133-1257
3	Name and contact details of controller	Head of RES Department fm.helpdesk@esma.europa.eu Address of the controller: European Securities and Markets Authority (ESMA) 201-203 Rue de Bercy 75012 Paris France

4	ESMA area entrusted with processing	Corporate Services Unit (CPS) within the Resources Department
5	Processors (if any)	Proxyclick (Main Processor – in charge of ESMA’s visitors management tool and related services)
6	Name and contact details of DPO	ESMA DPO (Sophie Vuarlot-Dignac) dpo@esma.europa.eu
7	Name and contact details of processor (where applicable)	Proxyclick SA Rue Saint-Hubert 17 - 1150 Brussels - Belgium
8	Purpose of the processing	Proxyclick is a cloud based service that provides registration and access services for external visitors attending meetings hosted at ESMA premises.
9	Description of categories of persons whose data ESMA processes and list of data categories	<p>Contact details for meeting participants will be processed by Proxyclick. Meeting participants comprise the following categories of persons :</p> <ul style="list-style-type: none"> - ESMA staff organizing the meetings - National Competent Authorities staff, - External visitors. <p>The personal data categories processed comprise:</p> <ul style="list-style-type: none"> - First and last name - E-mail address - Mobile phone number

10	Time limit for keeping the data	<p>The ESMA Retention period of data has been set up in the tool as follows:</p> <ul style="list-style-type: none"> - Visit retention period: Information about scheduled visits/meetings will be automatically deleted from the tool after 90 days. - Visitor details retention period: Visitor details will be automatically deleted from the tool after 180 days.
11	Recipients of the data	<ul style="list-style-type: none"> - Corporate Services Unit (CPS) (ESMA reception) - Assistants/HoDs/HoUs/ Meeting organiser on a need to know basis.
12	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	<p>YES</p> <p>Five subprocessors are located in the US; all have signed the European Commission standard contractual clauses (SCC).</p>
13	General description of security measures, where possible.	<p>Proxyclick has demonstrated to comply with the SOC2 security controls statements through the SSA18[Soc2 Type II] report.</p> <p>At ESMA we have specific procedures and controls in place notably aligned with ISO/IEC 27001.</p>
14	Information on how to exercise your rights to access, rectification, object and data portability (where applicable), including recourse right.	<p>To exercise your Data Subject Rights you can address your requests to the Controller at FM.helpdesk@esma.europa.eu.</p> <p>a) You are entitled to access your information relating to your personal data processed by ESMA, verify its accuracy and, if necessary, correct it in case the data is inaccurate or incomplete.</p>

	<p>b) You have the right to request the erasure of your personal data, if your personal data is no longer needed for the purposes of the processing, if you withdraw your consent or if the processing operation is unlawful.</p> <p>c) You can ask the Data Controller to restrict the personal data processing, under certain circumstances, such as if you contest the accuracy of the processed personal data or if you are not sure if your personal data is lawfully processed.</p> <p>d) You may also object, on compelling legitimate grounds, to the processing of your personal data.</p> <p>e) Additionally, you may have the right to data portability which allows you to make a request to obtain the personal data that the Data Controller holds on you and to transfer it from one Data Controller to another, where technically possible.</p> <p>In some cases, your rights might be restricted in accordance with Article 25 of the Regulation (EU) 2018/1725 and ESMA MB Decision on restriction: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019Q1125(01)&from=EN.</p> <p>In each case, ESMA will assess whether the restriction is appropriate. The restriction should be necessary and provided by law and will continue only for as long as the reason for the restriction continues to exist.</p> <p>If you have additional questions or concerns you can also contact ESMA's Data Protection Officer: DPO@esma.europa.eu. You have the right to lodge a complaint with the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under the Regulation (EU) have been infringed as a result of the processing of your personal data by ESMA.</p>
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