Data Protection Notice
Catering service

Regulation (EU) 2018/1725 applies to the processing of personal data collected for the handling of complaints concerning problems related to catering services in the restaurants and cafeterias of the European Economic and Social Committee (EESC) and European Committee of the Regions (CoR).

1. Who is the controller for the processing of personal data?
The EESC and the CoR are the controllers for the processing of personal data.

The responsible service (as delegated controller) is the Infrastructure Unit Directorate for Logistics – Joint Services
Email: restaurant-sc@eesc.europa.eu

2. What is the purpose of the data processing?
The processing is necessary for the follow-up of requests, and to ensure the quality of service in accordance with the mission of the Catering Service as well as the terms of the catering contract between the Committees and Ciano.

3. What is the legal basis for data processing?
The legal basis for the processing of your personal data is Article 5(a) of Regulation (EU) 2018/1725, insofar as such processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in a Union institution or body.

4. What personal data are processed?
The database shall include the following coordinates:
Name, first name, e-mail address and description of the complaint.

5. Who are the recipients or categories of recipients of your personal data?
Any recorded data remains in the possession of the Restoration Service and Ciano and is not disclosed to any category of recipients internal or external to the Committees.

6. Is your personal data transferred to a third country (non-EU state) or an international organisation?
Your data is not transferred to any third country or international organisation.
7. **How to exercise your rights?**
You have the right to request access to your personal data. You are also entitled to request that they be modified or deleted or that their processing be subject to certain restrictions.

You can send your requests to (restaurant-sc@eesc.europa.eu). Any request will be processed within 15 working days.

You have the right to refer the matter to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights guaranteed by Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the EESC and CoR.

8. **How long is your personal data stored?**
Complaints are archived electronically for one year. The objective is the continuous improvement of services. Knowledge of the history of complaints and their historical evolution is essential. Following this period, the information retained will be kept and anonymised for analysis of redundancy of service problems over longer periods.

9. **Is the personal data collected used for automated decision-making, including profiling?**
The EESC will not use your personal data to make automated decisions about you. “Automated decisions” are defined as decisions made without human intervention.

10. **Will your personal data be further processed for a purpose other than that for which it was collected?**
Personal data will not be processed for any other purpose.

11. **Who can you contact if you have questions or complaints to make?**
If you have any further questions regarding the processing of your personal data, please contact the unit responsible for processing them (restaurant-sc@eesc.europa.eu). You can also contact the EESC Data Protection Officer (data.protection@eesc.europa.eu) and/or the European Data Protection Supervisor (edps@edps.europa.eu) at any time.