1. Introduction

You are being invited to take part in this feedback survey as part of Eurofound’s efforts to further improve its products with the aim of increasing the relevance and utility of the Agency’s work for its users.

It is up to you to decide whether or not to take part in this questionnaire. If you want to take part, you can keep this information sheet and withdraw at any time by contacting the ICF survey team at eurofoundsurvey2019@emailicf.com without giving a reason and without it affecting you. If you decide to withdraw, you will be asked what you would like to happen to the data you would have provided up to that point.

This survey is managed by Eurofound (the Data Controller). It is carried out by ICF, a research and evaluation consultancy, acting as the Data Processor, under the responsibility and on behalf of Eurofound with regard to the processing of personal data.

For the purpose of this questionnaire, ICF uses Voxco, a specialised online survey application which only processes data insofar strictly necessary for the technical operation of the survey (e.g. processing survey responses).

Your personal data will be processed strictly in accordance with Regulation (EU) 2018/1725 (‘EDPR’)¹ and Regulation (EU) 2016/679 (‘GDPR’)².

Before you decide to participate, it is important to understand why the questionnaire is being conducted and what your participation will involve. Please take the time to read the following information carefully. Contact ICF’s survey team if there is anything that is not clear or if you would like more information.

2. Why do we process your personal data and under which legal basis?

Eurofound’s performance in relation to its objectives, mandate and tasks must be evaluated on a regular basis in accordance with Article 28 of Regulation (EU) 2019/127 (‘Eurofound’s Founding Regulation’)³.

The aim of this survey is to get your views on the content produced by Eurofound and how it can be improved in the future to best suit your information requirements.

The questionnaire covers the following sections:

- Screener questions: these questions will help us understand how you use Eurofound’s content.

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- Profiling: these questions help us gain insight in the type of work that you do, your information needs and preferences.

- Content and overall satisfaction: the questions in this section cover the content and information produced by Eurofound and provides you with an opportunity to share your opinion and helps us provide insight into your levels of satisfaction with Eurofound’s content.

- Communications preferences: the questions in this section are about the channels you use to access Eurofound information and your preferences for the future.

- Outlook to the future: In this final section, question asks you about Eurofound’s current and future strategies. Eurofound’s remit is to provide knowledge to assist in the development of better social, employment and work-related policies. Your input will help us gain insight into the relevance of Eurofound’s current and future strategies for you as a user.

Your personal data will be processed only for the purposes identified above. ICF, the Data Processor, will use the results of the questionnaire to capture available evidence and better understand progress and emerging lessons. Data Processor and Sub-Processors will not:

- disclose your email address, IP address or geolocation to other parties.
- treat your data individually, but analyse only in an aggregated form, anonymously.
- publish or disclose your personal data to any party other than Eurofound.

The initial use of your contact details for the purpose of inviting you to the survey is based on the performance of Eurofound’s tasks in the public interest and it is lawful and necessary for the management and functioning of the Agency in accordance with Article 5(1)(a) of the EDPR. However, your participation in this survey is optional. In this sense, any further processing of your personal data is based on your explicit consent and Article 5(1)(d) of the EDPR is also applicable.

3. Which personal data do we collect and process?

The Data Processor will collect the following personal data as you have previously provided to Eurofound from the Data Controller (Eurofound):

- Name (first name, last name)
- E-mail address
- Country
- Organisation (where applicable).

Additionally, the survey software collects:

- Cookies (You can refuse the usage of cookies by adjusting the privacy setting in your browser. This may limit some of the functionalities of the survey, e.g. storing your answers to return to them later.)

This data will be stored by ICF using Voxco’s online platform and not transferred to Eurofound. During fieldwork, while the survey is open for responses, survey responses can be linked to individuals but will be completely anonymised before full analysis of the results.
4. How long do we keep your personal data?

Your personal data will remain in ICF’s database until the results of the survey have been completely analysed and usefully exploited – until 31 January 2020 at the latest.

5. How do we protect and safeguard your personal data?

Responses will be analysed by ICF in an anonymous and aggregate manner. ICF operates in accordance with its Privacy Policy which can be found here.

The collected personal data and all information related to the above-mentioned consultation will be stored on secured and protected servers of Voxco located in the EU. Voxco implements appropriate technical and organisational measures to ensure a level of security and confidentiality appropriate to the risk. You may read Voxco’s Privacy Policy here.

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

Access to all personal data and information collected in the context of this questionnaire is only granted through UserID/Password to research team members of ICF. No data is transmitted to parties which are outside the recipients mentioned. Neither Eurofound, nor ICF will share personal data with third parties for direct marketing purposes.

7. Do we transfer any of your personal data to third countries or international organisations (outside the EU/EEA)?

None of your personal data the Eurofound has shared with ICF and in turn is stored on Voxco’s servers will be transferred to third countries or international organisations outside the EU/EEA.

8. Does this processing involve automated decision-making, including profiling?

While the survey includes a section on profiling (in relation to the type of your work), this does not involve any processing of your personal information. We will use your responses to the survey questions in order to create profiles of the different requirements Eurofound’s stakeholders have, but this does not entail use of your name, email address, location or other information which can identify you personally.

9. What are your rights as a data subject and how can you exercise them?

According to the data protection rules, you are entitled to access your personal data and to rectify it in case the data is inaccurate or incomplete. If your personal data is no longer needed by Eurofound or if the processing operation is unlawful, you have the right to request that your data be erased.

Under certain circumstances, such as if you contest the accuracy of the processed data or if you are not sure if your data is lawfully processed, you may ask Eurofound to restrict the data processing. You may also object, on compelling legitimate grounds, to the processing of data relating to you when such processing is not based on your consent.

Additionally, you have the right to data portability which allows you to obtain the data that Eurofound (or ICF) holds on you and to transfer it from one controller to another. Where technically feasible, Eurofound (or ICF) will do this work for you.
If you wish to exercise your rights or wish to submit a query regarding the processing of your personal data, feel free to contact Eurofound by using the following e-mail address: Anna.Gallinat@eurofound.europa.eu. Alternatively, you may contact ICF’s support team at: dataprotection@icf.com.

You may always submit queries, remarks or complaints relating to the processing of your personal data to Eurofound’s Data Protection Officer (DPO) by using the following e-mail address: dataprotectionofficer@eurofound.europa.eu. In case of conflict, complaints can be addressed to the European Data Protection Supervisor (EDPS) using the following e-mail address: edps@edps.europa.eu.

Thank you for reading this privacy statement and for considering taking part in this questionnaire.