

PRIVACY STATEMENT

for processing of personal data in the context of Webex video-conferencing¹ by the BEREC Office

The Agency for support for the Body of European Regulator (BEREC Office) processes the personal data of a natural person in compliance with Regulation 2018/1725 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.

This privacy notice explains BEREC Office's policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We recognize that information privacy is an ongoing responsibility, and we will update this notice where necessary.

1. What is the purpose and legal basis for processing your personal data?

BEREC Office uses **Cisco Webex Meetings service, a cloud-based video conferencing solution made available by Cisco, to organize and host meetings** with internal and/or external participants.

The purpose of this processing is to ensure proper organization and management of events and meetings by the BEREC Office. Thus the processing is necessary for the management and functioning of the Agency. Therefore, the processing is lawful under Article 5(a) of Regulation (EU) No 2018/1725.

Cisco, who provides the Webex platform, processes your personal data on behalf of the BEREC Office, which is the data controller. For further details on how your personal data are processed via Webex, you may also read Cisco's privacy policy [here](#)

¹ This privacy statement covers the use made by BEREC Office of Cisco Webex Meetings, Cisco Webex Events, and Cisco Webex Training. If you use the Services together with the Cisco Webex app, see the [Cisco Webex app Privacy Data Sheet](#) for descriptions of the additional data that may be collected and processed in connection with those services.

2. What personal data is collected and processed?

Staff and external participants that have registered for a BEREC/BEREC Office meeting held via Webex are invited to join a videoconference through an email invitation sent by the meeting host. This invitation provides the meeting credentials necessary to join the meeting.

Depending on the event organized, the data subject involved (such as staff or external participant to an event organized by the BEREC Office) and the customization chosen by the event organizer, the following categories of personal data are processed:



a) **User generated information:** such as meeting/call recordings (if applicable), uploaded files, transcriptions and whiteboard content exchanged via Webex. This data is processed to provide with the service.

b) **User information:** such as display name, email address, name, profile picture, password, company name, billing contact name, phone number and mailing address, organization id, universal unique identifier (UUID). This data is processed for billing, improvements, customer relationship management, support, service enrollment and general provision of the service.

c) **Host and usage information:** such as IP address, user agent identifier, meeting session information, meeting host information, meeting title, call attendee information. This data is processed for improvements, analysis, issue diagnosis, support requests, service provision.



In case the meeting is recorded or streamed, a recording indicator is displayed on the top-right of your window. **This action should be announced to the participants prior to the recording (!)**

(!) Please note that this action is under the responsibility of the meeting organiser.

For more information on recording and streaming of our meetings, you may find the privacy policy on BEREC and BEREC Office meeting/events on the BEREC website data protection [page](#).

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

a) **User generated information:** may be accessed by participants in the meeting (if available and depending on the feature configuration and procedures the meeting host decides and/or follows/has to follow in accordance with the events and meetings privacy policy). It also may be accessible by the BEREC Office meeting hosts and in some cases by Webex configuration portal managers.

b) **User information:** is accessible by the Webex profile users themselves and some of it by BEREC Office Webex configuration portal managers.

c) **Host and usage information:** is accessible by the BEREC Office meeting hosts and Webex configuration portal managers.

Cisco may share data with third party service providers and contractors to assist in providing, supporting and improving the service (i.e. for technical support assistance). Detailed information on third parties receiving the data is available [here](#).

4. Where are your data transferred to, processed and stored?

In some cases, Webex may be required to transmit data to a country outside the EU/EEA.

For why, where, and what data may be shared elsewhere see the [Data Residency in Webex](#) page.

Cisco has invested in a number of transfer mechanisms to enable the lawful use of data outside the European Economic Area such as EU Binding Corporate Rules and EU Standard Contractual Clauses. For further information, please also read the Cisco Webex Privacy Statement.

5. How long is your personal data kept?

BEREC Office keeps your personal data for the time necessary to fulfill the purposes mentioned under paragraph 1:

- **User generated-information:** User generated Information is retained by CISCO for 60 days after services are terminated to give the BEREC Office opportunity to download. Any locally stored personal data will be deleted by the meeting organizer in line with the retention set in the BEREC Office event's privacy statement.
- **User information:** User Information will be maintained as long as the BEREC Office maintains active subscription to Webex. Name and unique user ID is maintained for 7 years from termination by default for audit requirement.
- **Host and usage information:** Host and usage is kept for 13 months. For reasons such as analytics, troubleshooting and experience improvements. Data regarding to billing is retained for 7 years for audit requirement.

6. What are your rights?

You have the right to request from the BEREC Office access to and rectification or erasure of your personal data or restriction of processing.

You also have the right to object to processing of your personal data.

The BEREC Office shall provide information on action taken on a request within one month of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

7. Who is the data controller and how to exercise your rights?

The BEREC Office shall exercise the tasks of the data controller for the purpose of these processing operations.

To exercise the mentioned rights, you can contact the controller by sending an email to: ict-services@bereg.europa.eu

If you consider your data protection rights have been breached, you can always lodge a complaint with the BEREC Office's Data Protection Officer (dpo@bereg.europa.eu) or with the European Data Protection Supervisor: edps@edps.europa.eu