



Privacy statement on voice recording system of the internal emergency telephone line at Eurojust Security Control Centre and general telephone number of Eurojust

1. Description of the processing

The voice recording system of the internal emergency telephone line at the Eurojust Security Control Centre and the general telephone number of Eurojust, +31 (0)70 412 5000, records all telephone calls received to ensure an audit trail when required for internal or external investigations. The system can also be used when reviewing emergency response procedures and performance of the emergency response team. Further, the system helps Eurojust to adequately handle threats or incidents related to safety and security, communicated via telephone, by deciding on the nature of the threat, emergency or incident, which allows for appropriate and immediate security measures to be taken.

The voice recording system starts automatically recording each time the handset is lifted from the emergency telephone.

The recording is automatically stopped after the incoming call is transferred to the person requested or the call is ended.

2. What personal information is collected, for what purpose, and through which technical means

The voice recording system registers the caller's telephone number, voice, information and any background sound transmitted through the telephone line by both the caller and the receiver; therefore, any data transmitted during the conversation is collected.

The processing of personal data gathered through the voice recording system is in accordance with the Eurojust Security Management Systems Guidelines and Rules of Procedure on the Processing and Protection of Personal Data at Eurojust (hereinafter, the 'DP Rules').

3. Who has access to your information and to whom is it disclosed

The voice recording system is stored on Eurojust servers and Eurojust Security Officers and Information Management system administrators have access to the voice recording system data through Eurojust's internal network. Eurojust Security Officers are authorised to access the data only on a need-to-know basis.

4. How we protect and safeguard your information

To protect your personal data, a number of technical and organisational measures have been put in place. Concerning unauthorised access to equipment and data, Eurojust's secure premises, protected by Eurojust-specific physical security measures, host all hardware; network firewalls protect the security infrastructure; and the main computer systems containing the data are security-hardened. Administrative measures include the obligation for all authorised personnel having access to the system to be security screened, and for service providers maintaining the equipment and systems to be individually security cleared and to have signed non-disclosure and confidentiality agreements.



EUROJUST

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5. How long your data is kept

The voice recording system of the internal emergency telephone line at the Security Control Centre stores data for 14 days, after which the records are deleted.

The voice recording system of the general telephone number of Eurojust stores data for 2 days, after which the records are deleted.

6. How you can verify, modify or delete your information

You have the right to access/correct/block or delete your personal data, as defined in the DP Rules. Any request for access, rectification, blocking and/or erasing your personal data should be directed to the Controller, Security, Facility and General Services Unit, via DPsecurity@eurojust.europa.eu.

7. Right of recourse

If you are not satisfied with the reply given to your request, you may appeal against that decision before the Joint Supervisory Body of Eurojust, within 30 days of receiving the reply, via jsb@eurojust.europa.eu^[1].

^[1] For more information [http://www.eurojust.europa.eu/doclibrary/Eurojust-framework/jsb/jsb/Know%20your%20rights%20\(leaflet\)/Know-Your-Rights-EN.pdf](http://www.eurojust.europa.eu/doclibrary/Eurojust-framework/jsb/jsb/Know%20your%20rights%20(leaflet)/Know-Your-Rights-EN.pdf)