

# Data protection: Privacy notice for EMBL-EBI's public website

Find out what personal data is collected by the specific EMBL-EBI service you are requesting and for what purposes, as well as how your data are processed and kept secure.

## Privacy notice for GeneticScores.org helpdesk support using Request Tracker

This Privacy notice explains what personal data is collected by the specific EMBL-EBI service you are requesting, for what purposes, how it is processed, and how we keep it secure.

### Who controls your personal data and how to contact us?

The EMBL data controller's contact details are:

Rolf Apweiler and Ewan Birney, EMBL-EBI Directors

Email: [data-controller@ebi.ac.uk](mailto:data-controller@ebi.ac.uk)

EMBL-EBI, Wellcome Genome Campus, CB10 1SD Hinxton, Cambridgeshire, UK.

The EMBL Data Protection Officer's contact details are:

EMBL Data Protection Officer

Email: [dpo@embl.org](mailto:dpo@embl.org)

EMBL Heidelberg, Meyerhofstraße 1, 69117 Heidelberg, Germany

### Which is the lawful basis for processing your personal data?

Processing your personal data is necessary for our legitimate interest of allowing the day-to-day management, operation and functioning of EMBL.

### What personal data do we collect? How do we use this personal data?

We collect the following personal data:

- Name
- Email address
- Organisation
- IP addresses
- Operating system
- Amount of data transmitted
- Date and time when the support request was sent

We will use the personal data:

- To provide the user access to the service
- To better understand the needs of the users and guide future improvements of the service
- To check that the Terms of Use of the service are followed
- To conduct and monitor data protection activities
- To create anonymous usage statistics
- To conduct and monitor security activities

### Who will have access to your personal data?

The personal data will be disclosed to:

- Authorised EMBL-EBI staff.

# Will your personal data be transferred to third countries (i.e. countries not part of EU/EAA) and/or international organisations?

There are no personal data transfers to third countries or to international organisations.

## How long do we keep your personal data?

Any personal data directly obtained from you will be retained even if the service is withdrawn. We will keep the personal data for the minimum amount of time possible to ensure legal compliance and to facilitate internal and external audits if they arise.

## Your rights regarding your personal data

You have the right to:

1. Not be subject to decisions based solely on an automated processing of data (i.e. without human intervention) without you having your views taken into consideration.
2. Request at reasonable intervals and without excessive delay or expense, information about the personal data processed about you. Under your request we will inform you in writing about, for example, the origin of the personal data or the preservation period.
3. Request information to understand data processing activities when the results of these activities are applied to you.
4. Object at any time to the processing of your personal data unless we can demonstrate that we have legitimate reasons to process your personal data.
5. Request free of charge and without excessive delay rectification or erasure of your personal data if we have not been processing it respecting the EMBL Internal Policy for Data Protection.

It must be clarified that rights 4 and 5 are only available whenever the processing of your personal data is not necessary to:

1. Comply with a legal obligation.
2. Perform a task carried out in the public interest.
3. Exercise authority as a data controller.
4. Archive for purposes in the public interest, or for historical research purposes, or for statistical purposes.
5. Establish, exercise or defend legal claims.

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EMBL-EBI is the home for big data in biology.

We help scientists exploit complex information to make discoveries that benefit humankind.

SERVICES	RESEARCH	TRAINING	INDUSTRY	ABOUT
Data resources and tools	Publications	Live training	Members Area	Contact us
Data submission	Research groups	On-demand training	Contact Industry team	Events
Support and feedback	Postdocs and PhDs	Support for trainers		Jobs
Licensing		Contact organisers		News
Long-term data preservation				People and groups
				Intranet for staff

