

PRIVACY STATEMENT

on the recording of incoming telephone calls via Europol's general phone number

- Europol can record calls of its general telephone number: +31 70 302 5000, if selected by the operator.
- Europol may record the complete conversation as well as the calling telephone number, the called telephone number, date, time and length of the conversation ("traffic data").
- The purpose of the recording is to be able to adequately handle threats or incidents related to safety and security communicated via telephone to Europol in order to decide on the nature of the threat, emergency or incident, which allows for the appropriate and immediate security measures to be taken.
- Recording is automatically stopped after your incoming call is transferred to the person you requested to speak with or once the call is ended.
- No other telephone calls of other phone numbers are recorded by Europol.
- The total maximum storage capacity of the recorder may not exceed five hours.
- In case the recorded call and traffic data are transferred to a second storage medium, the data shall be deleted as soon as it is established that the data is not relevant and no later than four weeks after the date of the phone call, except when the data is necessary or legally required on important public interest grounds, or for the establishment, exercise or defence of legal claims
- No special categories of data ("sensitive data") shall be processed unless you voluntarily provide such data.
- Only the Executive Director, the Security Coordinator and authorized Europol staff directly dealing with incidents may have access to the recordings. The data may be transferred, after having obtained the approval of the Executive Director or the Security Coordinator, to judicial authorities of The Netherlands and third parties in the EU if the transfer of data is necessary or legally required on important public interest grounds, or for the establishment, exercise or defence of legal claims.
- The conversation and traffic data is stored on an encrypted device at Europol's secure premises.
- The person responsible ("data controller") for the processing operation is the Head of Europol Security Department.
- The legal basis of the processing operation is Article 32 & 67 Europol Regulation, Article 5b of Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the institutions and bodies of the Community and on the free movement of such data, Decision of the Director on the recording of incoming telephone calls via the general Europol telephone line and Europol Security Rules.
- Every data subject has the right to access and rectification of his/her personal data and the right of recourse at any time to the Europol Data Protection Officer (DPO - PO Box 90850, 2509LW The Hague - NL) and the European Data Protection Supervisor (<https://edps.europa.eu/>).