

Recording of Incoming Telephone Calls via Europol's General Phone Number Privacy Statement

Europol only records calls to its general telephone number (+31 (0)70 3025000). The recordings comprise the telephone number of the caller, date, time, length and the content of the conversation ("traffic data"). All traffic data is encrypted and stored in a stand-alone system. Recordings are automatically stopped after the incoming call is transferred to the person requested to speak with or once the call is ended.

The data controller for the processing operation is the Head of Unit Security. The recordings and the related traffic data is only accessed by the Europol Security Coordinator, the Head of Unit Security, and authorized Europol staff. Moreover, the Europol Data Protection Officer and the European Data Protection Supervisor have access to the recorded data for the fulfilment of their tasks. Under normal circumstances, after a maximum period of 7 days, the recordings are manually deleted from the system.

If the call refers to or is related to a threat, emergency situation or any other incident, it may be replayed. The Head of Unit Security shall determine whether the replayed recording needs to be extracted for further analysis, investigation or evaluation.

Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall not be processed unless the caller voluntarily provides it.

The recording of the calls to the Europol general phone number is processed in accordance with article 32 and article 67 of **Regulation (EU) 2016/794 of the European Parliament and of the Council of 11 May 2016 (the Europol Regulation)**, and Article 5(b) of **Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018** 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.

Europol Data Protection Function is the initial point of contact for all data protection related matters (dpf@europol.europa.eu). You also have the right of recourse at any time to the **European Data Protection Supervisor** (EDPS@edps.europa.eu).