



## RECORD OF PROCESSING ACTIVITY

### Switchboard Dashboard

#### 1. Controller(s) of data processing activities

Controller: European Central Bank (ECB)

Organisational unit responsible for the processing activity: DG-CS / D-A / ADS  
[ads@ecb.europa.eu](mailto:ads@ecb.europa.eu)

Data Protection Officer (DPO): [DPO@ecb.europa.eu](mailto:DPO@ecb.europa.eu)

#### 2. Who is actually conducting the processing activity?

- The data is processed by the ECB itself  
The organisational unit conducting the processing activity is: D-A, DG-C
- The data is processed by a third party (contractor) or the processing operation is conducted together with an external third party:
- Serco

#### 3. Purpose of the processing

As an EU institution, the ECB maintains a central phone number to allow contacts from NCBs/NCAs/Business counterparts. Queries received are then addressed to the relevant team/person.

**4. Description of the categories of data subjects**

*Whose personal data are being processed?*

- ECB staff
- Externals (agency staff, consultants, trainees or secondees)
- NCB or NCA counterparts (in the ESCB or SSM context)
- Visitors to the ECB, including conference participants and speakers
- Contractors providing goods or services
- Complainants, correspondents and enquirers
- Relatives of the data subject
- Other (please specify): callers phoning the ECB

**5. Description of the categories of personal data processed**

**(a) General personal data:**

The personal data contains:

- Personal details (name, phone)
- Education & Training details
- Employment details
- Financial details
- Family, lifestyle and social circumstances
- Goods or services provided

Other (please give details):

**(b) Special categories of personal data**

The personal data reveals:

- 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 or data concerning health
- Data regarding a natural person's sex life or sexual orientation

**6. The categories of recipients to whom the personal data have been or will be disclosed, including the recipients of the data in Member States, third countries or international organisations**

- Data subjects themselves
- Managers of data subjects
- Designated ECB staff members – DG-C Team for external queries, contacted ECB staff member
- Designated NCB or NCA staff members in the ESCB or SSM context
- Other (please specify): final receiver of the call

## 7. Transfers to/Access from third countries or an international organisation

Data are processed by third country entities:

Yes

Specify to which countries:

Specify under which safeguards:

Adequacy Decision of the European Commission

Standard Contractual Clauses

Binding Corporate Rules

Administrative arrangement containing enforceable and effective data subject rights

If the third country's legislation and/or practices impinge on the effectiveness of appropriate safeguards, the personal data can only be transferred to, accessed from or processed in such third country when sufficient 'supplementary measures' are taken to ensure an essentially equivalent level of protection to that guaranteed within the EEA. These supplementary measures are implemented on a case-by case basis and may be technical (such as encryption), organisational and/or contractual.

No

## 8. Retention time

Switchboard System: 24 hours for calls