

## Ombuds Office

Privacy Notice: Ombuds Office (PN00303)

Each Service is responsible for compiling its own Privacy Notice regarding the data it processes.

This Privacy Notice is part of CERN's Layered Privacy Notice and details the processing that is unique to this Service. It does not address processing by other services on which this Service may rely and which have their own Privacy Notice.

## Personal Data we process

The personal data we have, and how it's used:

Personal Data	Purpose	Basis	Source
Name	To identify you, to assure the follow-up of your issue	Legitimate interest of CERN	You
E-mail address	To communicate with you	Legitimate interest of CERN	You
Age	To anonymously report on trends according to the Ombud's mandate	Legitimate interest of CERN	Personnel database
Gender	To anonymously report on trends according to the Ombud's mandate	Legitimate interest of CERN	Personnel database
Contract category	To anonymously report on trends according to the Ombud's mandate	Legitimate interest of CERN	Personnel database
Professional category	To anonymously report on trends according to the Ombud's mandate	Legitimate interest of CERN	Personnel database
Type of issue	To anonymously report on trends according to the Ombud's mandate	Legitimate interest of CERN	Personnel database
Date of the visit	To assure the follow-up of your issue; To anonymously report on trends according to the Ombud's mandate	Legitimate interest of CERN	You

## Description of legal basis for processing of Personal Data by the Service

- **Contract:** To fulfil a contractual relationship with the individual, or in preparation for a contract with the individual
- **Legal Obligation:** To comply with a legal obligation of CERN.
- **Consent:** By having received and recorded consent from the individual.
- **Legitimate interest of CERN:** In the legitimate interests of CERN supporting the professional activities of the individual or their security and safety.

## Personal Data we keep

The personal data we store, for how long and why:

<b>Personal Data</b>	<b>Retention Period <sup>1</sup></b>	<b>Purpose</b>
all data above	until the end of the mandate of the Ombud who collected the data	To assure the follow-up of your issue, To anonymize the data to report on trends according to the Ombud's mandate

## Who at CERN has access

In addition to yourself, personal data collected by this Service is accessible by the following services, teams or individuals at CERN:

<b>Personal Data</b>	<b>Who</b>	<b>Purpose</b>
all data above	Ombud	To assure the follow-up of your issue, To anonymize the data to report on trends according to the Ombud's mandate
Name	The appropriate CERN response channel(s)	With your consent only, the Ombuds may refer you to another response channel
Name	Medical Service and/or Director-General	In the case of perceived immediate danger for you or a third party the Ombuds may alert the listed services, and you will be informed.

For more detailed information about personal data and privacy please refer to the Data Privacy web site [🔗](#).

For questions regarding this Privacy Notice, please contact this Service.

For questions regarding personal data and privacy please contact the Office of Data Privacy [🔗](#).

To request to exercise data subject rights please fill and submit the following online form.

This Privacy Notice is subject to revision.

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<sup>1</sup> The retention period may be temporarily extended for special circumstances, in accordance with the provisions of the operation circular governing data privacy.