

General Notice on Processing of Personal Data

Version of March 5, 2026

Agency for Mobility and EU Programmes

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DEFINITIONS

For the purposes of the General Notice on Processing of Personal Data, the terms stated below will have the following meaning:

Agency	means Agency for Mobility and EU Programmes, Frankopanska 26, Zagreb, PIN: 25385906011;
the Union institutions and bodies	means the Union institutions, bodies, offices, and agencies set up by, or on the basis of, the TEU, the TFEU or the Euratom Treaty;
Data subject	means a person whose personal data is processed, and whose identity is identified or identifiable; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person;
General Regulation	means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons regarding the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation);
Personal data	means any information relating to a data subject, on the basis of which it is possible to directly or indirectly identify an individual;
Special categories of personal data	means personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, genetic data, biometric data processed for the purpose of unique identification of a person, data relating to health or data on sex life or sexual orientation of a person (Article 9 of the General Regulation)
Regulation 2018/1725	means Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons regarding the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

1. Introductory notes

- 1.1. This is the General Notice on Processing of Personal Data issued by the Agency which contains information on the processing of personal data of the data subjects in cases in which the Agency has the position of a controller of their personal data.
- 1.2. Due to the specific role of the Agency in the processing of personal data within the framework of the implementation of programmes within its competence, the General Regulation or Regulation 2018/1725 may be applied to the processing of personal data. When it acts as a data controller, the Agency for the purposes of the program generally processes personal data within the framework of the performance of its legally established official powers, with the application of other appropriate legal bases.
- 1.3. Due to the wide scope of activities, the Agency may issue additional notices on the processing of personal data which contain more precise information on the special groups of data subjects covered by them.
- 1.4. The terms used in this General Notice that have a gendered meaning, regardless of whether they are used in male or female gender form, refer to both the male and the female gender.
- 1.5. This version of the General Notice on Processing of Personal Data applies from the date indicated therein and replaces the earlier version of the General Notice on Processing of Personal Data from April 25, 2024.

2. Contact details of the data processor

- 2.1. When the Agency is in the position of the data controller, the data subjects can, in order to exercise their right in connection with the processing of their personal data (section 17. of the General Notice on Processing of Personal Data) contact the data processor via email at the contact address indicated at the beginning of this General Notice on Processing of Personal Data.

3. Applicants, beneficiaries and participants in the programmes, networks and initiatives within the competence of the Agency (and their family members)

- 3.1. The Agency processes personal data of persons who have applied to a programme, network or initiative within the Agency's competence (*for example, ERASMUS+, European Solidarity Corps, CEEPUS, Bilateral Programmes of Mobility in Higher Education, Horizon Europe, etc.*) and/or persons who are current or former participants in one of those programmes/networks/initiatives. The categories of personal data are as follows (*depending on the specific programme, the processing may include only some of the listed categories*):

3.1.1. Identification data:

- *name and surname,*
- *date and place of birth,*
- *citizenship,*
- *gender,*
- *PIN,*
- *identification document number,*
- *photo.*

3.1.2. Contact details:

- *email address*
- *address (domicile, residence)*
- *phone number.*

- 3.1.3. Information about the programme/network/initiative and grant:
- *information about the programme/network/initiative to which the person applied, information about the awarded grant or other form of support, payments and expenses within the programme/network/initiative, information necessary to determine the eligibility of expenses (for example, information on accommodation and travel expenses with travel orders, bills, trip reports), its duration;*
 - *evaluation of the programme/network/initiative, its organisation and, in general, mutual cooperation.*
- 3.1.4. Other data:
- *position or workplace of the legal entity applicant and its name or company, information on education and titles obtained, current account number, role of participant in the project,*
 - *doctor's certificate that there are no obstacles to living in a dormitory and achieving mobility (does not contain health data of the data subject), data on any special needs of individuals, data on family members (see below).*
- 3.1.5. Special category of personal data:
- *data related to the health of participants in programmes/networks/initiatives within the competence of the Agency.*

3.2. The Agency processes also sometimes personal data of persons who are family members of persons who applied to a programme/network/initiative within the Agency's competence (*for example, the Bilateral Programmes of Mobility in Higher Education*) and/or persons whose family members are current or former participants in one of those programmes/networks/initiatives. These are the following categories of personal data (*depending on the specific programme, the processing may include only some of the listed categories*):

- 3.2.1. Identification data:
- *name and surname,*
 - *date and place of birth,*
 - *citizenship,*
 - *gender,*
 - *identification document number,*
 - *photo.*
- 3.2.2. Contact details:
- *email address*
 - *address (domicile, residence)*
 - *phone number.*
- 3.2.3. Other data:
- *data on a family member who is a participant in a programme.*

3.3. The Agency is processing personal data of the data subjects concerned for the following purposes:

- 3.3.1. For the purpose of implementing the programmes/networks/initiatives within the Agency's competence (*e.g. for the purpose of evaluating an application, awarding and payment of the grants/scholarships/supports and other expenses, verifying the proper implementation of the programmes/networks/initiatives, reporting on the success of the programme, for the purposes of arranging the residence and accommodation in the Republic of Croatia, etc.*). The legal basis for the processing of personal data is exercise of the Agency's official powers as a national authority/organiser/a coordinator of the programme/network/initiative.

- 3.3.2. For the purpose of informing about future similar programmes/networks/initiatives and opportunities, based on the previously expressed interest of the data subject. In this case, the legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
- 3.3.3. For the purpose of evaluating the efficiency and success of the programme/network/initiative as well as their organisation. In this case, the legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
- 3.3.4. For the purpose of contacting family members of persons who are participants in one of the programmes/networks/initiatives. In this case, the legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
- 3.3.5. For the purposes of further processing to fulfil other legal obligations to which the Agency is subject (e.g. *storing data on payments*). In this case, the legal basis for the processing of personal data is *compliance with the legal obligations* to which the Agency is subject.
- 3.3.6. Within the framework of the Erasmus+ programme and the European Solidarity Corps, the Agency processes the personal data of data subjects that fall into a special category of personal data exclusively for the purpose of granting inclusion support (*special needs/inclusion support*) and for deciding whether it is a case of force majeure, so that the beneficiary can achieve contractual rights resulting from force majeure.

Remark:

The Agency has no influence on all data subject's personal data which are processed for the needs of the programme/network/initiative to which the data subject applied. In that respect, the Agency sometimes acts only as a processor on behalf of and according to the orders of a programme/network/initiative organiser.

The European Commission is the controller of the processing of personal data of applicants, beneficiaries and participants of the Erasmus+ programme and the European Solidarity Corps, the implementation of which is entrusted to national agencies. A separate *Notice on the processing of personal data of the European Commission in relation to the decentralised actions of the Erasmus+ programme and the European Solidarity Corps managed by national agencies* is available at <https://webgate.ec.europa.eu/erasmus-esc/index/privacy-statement>. The same link contains special notices on the processing of personal data by the European Commission. Regulation 2018/1725 applies when the Agency, as a processor, handles personal data in accordance with the order of the European Commission. When the Agency processes personal data for its own purposes (beyond the type of personal data and/or purpose prescribed by the European Commission), it acts as a data controller and applies the General Regulation and this Notice on Processing of Personal Data.

The European Commission is the controller of personal data processing of applicants, beneficiaries and participants of the Horizon Europe programme, and special notices and conditions are available at <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/legalnotice>. The Agency is the data controller for data subjects enrolled in the Horizon Europe Community of beneficiaries and potential applicants. The goal of the Community is to bring together all interested persons for the Horizon Europe program by areas of interest, for the purpose of enabling access to relevant information about the program or in connection with the program through notifications and e-newsletters, as well as simplified registration of participation in events with networking opportunities.

Regarding the CEEPUS programme, the Agency is a joint controller with all other CEEPUS national offices in the signatory states of the relevant multilateral agreement. In this regard, data subjects are referred to a separate Privacy Policy available at <https://www.ceepus.info/default.aspx?CMSPage=95#nbb>.

4. External associates in the implementation of programmes/networks/initiatives within the competence of the Agency (e.g. service contracts)

4.1. The Agency processes personal data of persons who applied and/or were selected as an external associate in the implementation of programmes/networks/initiatives within the competence of the Agency. The Agency is processing the following personal data categories:

4.1.1. Identification data:

- *name and surname*
- *date and place of birth,*
- *PIN.*

4.1.2. Contact details:

- *email address,*
- *address (domicile, residence),*
- *phone number.*

4.1.3. Information on the professional qualifications and experience of the external associate, i.e. the responsible person of the external associate:

- *data specified in the CV and documentation submitted with the CV.*

4.1.4. Position in the programme:

- *the type of external associate in the programme/network/initiative (evaluator, ambassador/promoter or similar), i.e. the type of service that the external associate provides to the Agency,*
- *information about his employer.*

4.1.5. Other data:

- *whether the person is liable for VAT,*
- *whether the person has a registered trade or a company for the provision of services that are the subject of the contract,*
- *bank and bank account number,*
- *data on pension insurance,*
- *evaluation of the results of the work performed, its organisation and, in general, mutual cooperation.*

4.2. The Agency is processing personal data of the data subjects concerned for the following purposes:

4.2.1. For the purpose of fulfilling rights and duties arising from a service contract (e.g. for the payment of the contract fee). In this case, the legal basis for the processing of personal data is the *contract*, i.e., processing is *necessary for the conclusion and execution of the contract*.

4.2.2. For the purpose of managing and implementing the programmes/networks/initiatives, in which the Agency has a position of a national organiser/coordinator while the data subject is acting as an external associate (e.g. for the purposes of evaluation of project proposals or reports, monitoring of programmes, supervision of programme implementation). In this case, the legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.

- 4.2.3. For the purpose of evaluating the efficiency and success of the programme as well as its organisation. In this case, the legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
- 4.2.4. For the purposes of fulfilment of other legal obligations to which the Agency is subject (e.g. *storing data on payments*). The legal basis for the processing of personal data is *compliance with the legal obligations* to which the Agency is subject.

Remark:

Sometimes the Agency acts only as a processor on behalf of and according to the orders of a programme/network/initiative organiser.

The European Commission is also the controller of the processing of personal data of external evaluators of the Erasmus+ programme and the European Solidarity Corps, the implementation of which is entrusted to national agencies. A separate *Notice on the processing of personal data of the European Commission in relation to the decentralised actions of the Erasmus+ programme and the European Solidarity Corps managed by national agencies* is available at <https://webgate.ec.europa.eu/erasmus-esc/index/privacy-statement>. Regulation 2018/1725 applies when the Agency, as a processor, handles personal data in accordance with the order of the European Commission. When the Agency processes personal data for its own purposes (beyond the type of personal data and/or purpose prescribed by the European Commission), it acts as a data controller and applies the General Regulation and this Notice on Processing of Personal Data.

The European Commission is the controller of the processing of personal data of external experts registered on the Funding & Tenders Portal as part of the Horizon Europe programme, and a special notice is available in the document Privacy Statement on "Registration, Selection and Management of External Experts" on <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/legalnotice>.

5. Local partners/contact persons for a specific programme/network/initiative

- 5.1. In the programmes in which the Agency has a position of a national organiser or a coordinator, the Agency is processing the personal data of local coordinators, local contact persons or persons to whom the programme is intended due to their function (e.g. *CEEPUS local coordinators, Euraxess contact points, NCPs for the Horizon Europe programme, promoters within the Erasmus+ programme*). The Agency is processing the following personal data categories:
- 5.1.1. Identification data
- *name and surname.*
- 5.1.2. Contact details:
- *email address.*
- 5.1.3. Position in the programme:
- *data on the institution or other legal entity that the person represents in the programme and the function of the individual.*
- 5.1.4. Other data:
- *evaluation of the programme, its organisation and, in general, mutual cooperation.*

- 5.2.** The Agency is processing personal data of the data subjects concerned for the following purposes:
- 5.2.1. For the purpose of organising and coordinating the programmes, in which the Agency has a position of a national organiser/a coordinator while data subject is acting as a local coordinator or local contact person (*e.g. CEEPUS local coordinators*). The legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
 - 5.2.2. For the purpose of organising and coordinating the programmes, in which the Agency has a position of a national organiser/a coordinator while data subject is acting as a person to whom the programme is intended due to their function (*e.g. a psychologist at school or a career counsellor at a higher education institution*). In this case, the legal basis for the processing of personal data *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
 - 5.2.3. For the purpose of evaluating the efficiency and success of the programme as well as its organisation. The legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.
 - 5.2.4. For the purpose of informing about future similar programmes and opportunities, based on the previously expressed interest of the data subject. The legal basis for the processing of personal data is *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.

Remarks:

The Agency has no influence on all data subject's personal data which are processed for the needs of the programme in which data subject is participating as a local coordinator, a local contact person or a person to whom the programme is intended due to their function. In that respect, the Agency acts only as a processor on behalf and according to orders of the programme organiser (*e.g. the organiser of the ERASMUS+ programme is the European Commission, the Directorate-General for Education, Youth, Sport and Culture; the European Commission is the organiser of the Horizon Europe programme*). Regardless, the Agency may have an impact on the data subject's personal data and the position of a controller in a part in which the data concerned relate to the organisation and implementation of the programme.

Exceptionally, regarding the CEEPUS programme, the Agency is a joint controller with all other CEEPUS national offices in the signatory states of the relevant multilateral agreement. In this regard, data subjects are referred to a separate Privacy Policy available at <https://www.ceepus.info/default.aspx?CMSPage=95#nbb>.

The Agency publishes personal data of local coordinators and local contact persons on its publicly accessible website so that the programme/network/initiative could function, i.e., so interested parties/beneficiaries could contact them. In this respect, the persons concerned are required to provide the Agency only with business contact data which will be published in the above-mentioned way.

For persons to whom the programme is intended due to their function (*e.g. a psychologist at school*), there is a possibility that the institution in which that person is employed or the Ministry of Science and Education of the Republic of Croatia (*e.g. for lecturers abroad*) transferred data subject's personal data to the Agency. In that case, the institution or the Ministry was obliged to inform the person concerned of the transfer of their personal data.

6. Business partners

6.1. The Agency is processing personal data of their business partners (e.g. *persons who provide services to the Agency, its suppliers or similar*) as well as persons who have applied for the Agency's public tender or the Agency's open call or the direct call to submit an offer (e.g. *a public tender for the procurement of certain products or services*). The Agency is processing the following personal data categories:

6.1.1. Identification data:

- *name and surname,*
- *date and place of birth,*
- *PIN.*

6.1.2. Contact details:

- *email address,*
- *address (domicile, residence)*
- *phone number.*

6.1.3. Description of cooperation:

- *services or products that a person has delivered or offered to the Agency*
- *certificate of professional qualifications; certificate of registration or consent to perform activities (performing works or providing services)*
- *employer, if any*
- *trade or legal entity that the individual represents.*

6.1.4. Other data:

- *whether the person is liable for VAT*
- *bank and bank account number*
- *data on pension insurance.*

6.2. The Agency is processing personal data of the data subjects concerned for the following purposes:

6.2.1. For the purpose of conducting a public tender or an open call and selecting one or more bidders. In this case, the legal basis for the processing of personal data is preparing for the entering into a contract, i.e., processing of personal data is *necessary* for the entering into a contract;

6.2.2. For the purpose of fulfilling rights and duties arising from a contract (e.g. *for issuing invoices or for the payment of the contract fee*). In this case, the legal basis for the processing of personal data is the contract, i.e., processing of personal data is *necessary* for the entering into and executing a contract;

6.2.3. In cases when the *legitimate interest* of the Agency exists (e.g. *for partner verification or security measures implementation*).

Remarks:

In the case of legal entities acting as business partners of the Agency, the Agency is processing the personal data of persons marked as the contact person of a business partner and possibly persons authorised to represent the business partner. In that case, the business partner shall notify the contact person as their employer of having transferred their personal data to the Agency and for which purpose that personal data were transferred to the Agency.

7. Participants in the Agency's events

7.1. The Agency is processing personal data of persons who have applied and/or participated in some events organised by the Agency (e.g. *info days and other events related with Horizon Europe, kick-off meetings with beneficiaries of the Erasmus+ programme and the European*

Solidarity Corps, conferences, workshops, etc.). These are the following categories (*depending on the specific event, the processing may include only some of the listed categories*):

7.1.1. Identification data:

- *name and surname,*
- *title*
- *photos,*
- *video recordings.*

7.1.2. Contact details:

- *email address,*
- *address (country, county, city, street, house number, postal code),*
- *phone number.*

7.1.3. The employer or other organisation represented by the data subject:

- *workplace where the participant is employed,*
- *legal entity that the individual represents.*

7.1.4. Other data:

- *area of interest,*
- *information on event/s,*
- *satisfaction with the event.*

7.2. The Agency is processing personal data of the data subjects concerned for the following purposes:

7.2.1. For the purpose of organising an event as well as evaluation of the participant's satisfaction with the event. In this case, the legal basis for the processing of personal data is the *legitimate interest* of the Agency as an organiser of the event, respectively *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.

7.2.2. For the purpose of promoting the event and the presented topic (*e.g. for the needs of reporting on event success, the announcement of similar new topics*). The legal basis for the processing of personal data is the *legitimate interest* of the Agency as an event organiser, respectively *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.

7.2.3. For the purpose of informing about future similar events, based on the previously expressed interest of the data subject. In this case, the legal basis for the processing of personal data is the *legitimate interest* of the Agency as an organiser of the event, respectively *exercise of the Agency's official powers* as a national authority/organiser/a coordinator of the programme/network/initiative.

Remarks:

At events organised by the Agency, there is a possibility of photographing or recording the participants. The photographs and recordings are intended for the event promotion. The event promotion is necessary considering the public character of the Agency's activities. These are group photographs/recordings, where the focus is not on an individual, but rather on a group of people or the event itself. The goal of the photographs/recordings is not to identify an individual nor will any additional data on participants be published with the photographs.

Photography and recording at Agency events is carried out in accordance with the Instructions for photography and/or recording at events.

Considering the public character of the Agency's activities as well as the justified expectations of journalists as professionals whose role is to inform the public, the Agency may process the personal

data of the journalist regardless of whether the journalist applied to the event and of whether the journalist previously participated in similar events of the Agency. For these purposes, the Agency processes only those publicly available journalists' personal data, which the Agency regularly verifies to ensure their accuracy.

8. Visitors to the Agency's pages on social media and similar platforms

8.1. The Agency is processing personal data of users of social networks such as Facebook, Instagram, YouTube, X (formerly Twitter) and LinkedIn who visit the Agency's account or page on social media. In this case, the Agency and the owner of a certain social network are in the position of joint controllers of personal data processing of the social media users concerned.

8.2. In this case, the agency only influences this processing by selecting groups of users of social media (*for example, by age, gender or the like*) to whom it wants to convey a certain message or content. The Agency receives data on users of social media only on a statistical, anonymised basis.

8.3. When visiting users of the social networks Facebook and Instagram, *Meta Platforms Ireland Limited* (4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland) and the Agency are in the position of joint controllers of the personal data processing of the Facebook/Instagram users concerned.

8.3.1. Information on how Facebook and Instagram process the personal data of the users concerned can be found at <https://hr-hr.facebook.com/privacy/explanation>.

8.4. When visiting the Agency's account on the video sharing platform and social network YouTube, *Google Ireland Limited* (Gordon House, Barrow Street, Dublin 4, Ireland) and the Agency are in the position of joint controllers of the personal data processing of the users concerned.

8.4.1. Information on how YouTube processes the personal data of the users concerned can be found at <https://policies.google.com/privacy#europeanrequirements>.

8.5. When visiting the Agency's account on the LinkedIn social network, *LinkedIn Ireland Unlimited Company* (Wilton Place, Dublin 2, Ireland) and the Agency are in the position of joint controllers of the personal data processing of the users concerned.

8.5.1. Information on how LinkedIn processes the personal data of the users concerned can be found at <https://www.linkedin.com/legal/privacy-policy>.

8.6. When visiting the Agency's account on social network X, *Twitter International Unlimited Company* (One Cumberland Place, Fenian Street Dublin 2, D02 AX07 Ireland) and the Agency are in the position of joint controllers of the personal data processing of the users concerned.

8.6.1. Information on how X processes the personal data of the users concerned can be found at <https://twitter.com/en/privacy>.

9. Recipients of the Agency's e-newsletter

9.1. The Agency is processing personal data of persons who signed up for one of the Agency's e-newsletters. The categories are as follows:

- 9.1.1. Identification data:
- *name and surname*
 - *title,*

- *password for entering the Horizon Europe Community of beneficiaries and potential applicants*
- 9.1.2. Contact details:
- *email address,*
- 9.1.3. The employer or other organisation represented by the data subject:
- *legal entity that the individual represents, with information about the job position and organizational unit.*
- 9.1.4. Other data:
- *areas of interest.*
- 9.2.** The Agency is processing personal data of the data subjects concerned for the following purposes:
- 9.2.1. To send an e-newsletter. In this case, the basis for processing personal data is the *individual's request* to receive the Agency's e-newsletter, and in some cases, the basis may be a legitimate interest, depending on the topic of the e-newsletter and the nature of the recipient.

10. Participants in prize competitions organised by the Agency

- 10.1.** The agency is processing the personal data of persons who have applied for participation in prize competitions (*depending on the case, it may be one or more of the personal data listed below*):
- 10.1.1. Identification data:
- *name and surname,*
 - *photo,*
 - *video recording.*
- 10.1.2. Contact details
- *email address,*
 - *address (domicile, residence),*
 - *phone number.*
- 10.1.3. Account information on social media (Facebook, Instagram, LinkedIn, X, etc.):
- *information about the participant's application and participation in the prize competition, ranking in the competition procedure (depending on the specific prize competition).*
- 10.2.** The Agency is processing personal data for the following purposes:
- 10.2.1. To enable participation in the competition (*e.g. processing applications and selecting winners*). In this case, the basis for the processing of personal data of the data subjects is *the fulfilment of the Agency's obligations based on the rules of the prize competition* towards the data subjects who applied for participation.
- 10.2.2. For the purpose of announcing the winner of the competition (depending on the specific prize competition). In this case, the basis for the processing of personal data of the data subjects is the Agency's *legitimate interest* in achieving transparency and visibility of the prize competition.
- 10.2.3. For other needs of the Agency as an event organiser (*for example, when it is necessary to implement security measures due to suspicions of misuse or violation of the rules of the prize competition*). In this case, the basis for processing is the *legitimate interest* of the Agency.

10.2.4. For the fulfilment of legal duties (*for example, if the competent authorities request information about the conducted competition*). In this case, the basis for the processing of personal data is *compliance with the legal obligations* to which the Agency is subject.

11. Job applications and student jobs

11.1. The Agency is processing personal data of persons who have applied for the advertised work position, an open application for a position, an application for professional/student internship or similar. The categories are as follows:

11.1.1. Personal data stated in the application, request or similar as well as personal data the Agency collected for the purposes of employment, i.e., the following data:

- *Personal data stated in the application, request, motivational letter or similar - but never special categories of personal data except for proof of (no) ongoing criminal proceedings or prior (no) convictions. At least, it regards the name, surname, contact information (phone number, email), domicile, residence, citizenship, nationality, date of birth, completed level of education, type and level of knowledge of foreign languages, level of computer skills, work experience, competencies,*
- *information on a special status on which an individual can gain an advantage of employment, e.g. the status of a Croatian veteran or family member of a Croatian veteran, the status of a member of a national minority or similar,*
- *information about the applicant's special knowledge and skills,*
- *the results of the conducted testing and held interviews,*
- *proof of (no) ongoing criminal proceedings or prior (no) convictions.*

11.1.2. Personal data stated in the application, request or similar as well as personal data the Agency collected for the purposes of student work (entering into a contract for the purposes of a student work):

- *Personal data stated in the application, request or similar – but never special categories of personal data except for proof confirming the absence of a criminal record. At least, it regards the name, surname, contact information (phone number, email), domicile, residence, citizenship, nationality, date of birth, completed level of education, and the current status of education.*

11.2. In the case of entering into an employment contract (employment, student internship, etc.), the Agency will collect additional personal data in accordance with the applicable labour and other legislations. Processing of these personal data is governed by a separate Employees Privacy Policy.

11.3. The Agency is processing personal data of the data subjects concerned for the following purposes:

11.3.1. For the purpose of selecting and employing new employees, entering into contracts for student work or selecting the interns (*e.g. for selecting candidates for a job interview and for organising the interview*). In this case, the legal basis for the processing of personal data is *conducting prior actions for the purposes of entering into an employment contract*, student work contract or internship contract.

11.3.2. For the purposes of finding new employees and contacting for the employment purposes (if an open job application was sent to the Agency). In this case, the legal basis for the processing of personal data is the *legitimate interest* of the Agency as an employer.

11.3.3. For the purposes of fulfilment of other legal obligations to which the Agency is subject (e.g. *storing data on payments*). In this case the basis for the processing of personal data is *compliance with the legal obligations* to which the Agency is subject.

12. Access to personal data

12.1. Data subject's personal data are treated confidentially and are protected by the Agency in accordance with applicable legal regulations, EU rules, European Commission instructions and best practices.

12.2. Third persons have a right to access and to process the personal data concerned only in the below-described situations:

Third persons – processors

12.2.1. The Agency allows the access and processing of data subject's personal data to third service providers that provide services to the Agency for operational business (e.g. *IT services, advertising, translators, postal and courier services*). The concerned service providers have access only to those categories of personal data that are necessary for the contracted services. In that case, personal data are processed solely in accordance with the instructions of the Agency and on the basis of a special contract on the processing of personal data, concluded between the Agency and the service provider.

12.2.2. The Agency allows access to and processing of personal data of data subjects by third party service providers who provide services to the Agency that support professional and lawful business operations (e.g. tax and legal advisors when it is necessary for them to gain insight into all data in order to express an opinion on a particular case). The service providers in question have insight only into those personal data that are necessary for the contracted services. In such cases, they process personal data in accordance with the Agency's instructions, legal authorizations and professional rules and the personal data processing agreement, if concluded.

12.2.3. If a service provider is an external associate (legal entity) within the framework of the Erasmus+ programme or the European Solidarity Corps and who in the course of work processes personal data of applicants, beneficiaries or participants of programmes or third parties, the Agency shall obtain the prior consent of the European Commission.

Third persons – independent data controllers

12.2.4. The Agency allows the access and processing of data subject's personal data to third service providers whose services the Agency uses to comply with its legal obligation or when it has a legitimate interest (e.g. *temporary employment agency*). Such third service providers handle personal data in accordance with their statutory powers and rules of profession.

12.2.5. The Agency may provide access to the personal data of the data subjects to state administration bodies, bodies with public authority and other public law bodies participating in the implementation of programmes or acting as contact points in relation to these programmes (e.g. access to the database of the Horizon Europe Community of beneficiaries and potential applicants). In such cases, the aforementioned bodies process the personal data for their own purposes and within the scope of their powers, and in relation to such processing they act as

independent data controllers, in accordance with the applicable personal data protection regulations and/or the rules governing participation in the programme.

Supervising bodies

12.2.6. The Agency allows the access and processing of data subject's personal data to the competent bodies in the implementation of supervision of the lawfulness of business and conduct. In that case, the competent authorities are processing the personal data in accordance with their statutory or contractual authority.

Joint controllers of personal data

12.2.7. The Agency allows the access and processing of data subject's personal data to the third parties with which the Agency is a joint controller (*e.g. within the CEEPUS programme, the Agency is a joint controller with all other CEEPUS national offices in the signatory states of the relevant multilateral agreement. In this regard, data subjects are referred to a separate Privacy Policy available at <https://www.ceepus.info/default.aspx?CMSPage=95#nbb>*).

12.3. Situations when the Agency is a processor

12.3.1. When the Agency is processing the personal data in accordance with third party's instructions, this third party is obliged to ensure the legality of the procedure and to provide data subjects with information about the processing of their personal data. When the Agency as an organiser or national coordinator collects and processes the personal data of applicants, evaluators or participants in a specific programme/network/initiative, the programme/network/initiative manager is also the data controller and the person by whose instructions the Agency acts. The Agency refers to separate notices on the processing (privacy rules, etc.) of such controllers in this General Notice on Processing of Personal Data or additional links in texts published by the Agency.

13. Transfer to third countries

13.1. The Agency transfers personal data to a third country only when the data subjects concerned were previously requested of an explicit consent or when the data recipients and the Agency have a signed contract guaranteeing the same degree of protection, i.e., contains and applies contract provisions approved by the European Commission (available at the following [link](#)). Such situations are uncommon, and the Agency avoids them in their everyday business.

13.2. The rules for transferring data to third countries under the Erasmus+ programme are available at <https://webgate.ec.europa.eu/erasmus-esc/index/privacy-statement>.

13.3. The agency transfers personal data of data subjects to a third country as part of the CEEPUS programme. In this regard, data subjects are referred to a separate Privacy Policy available at <https://www.ceepus.info/default.aspx?CMSPage=95#nbb>.

13.4. For the purposes of sending programme information and other activities of the Agency, the Agency may use the services of the Rocket Science Group LLC d/b/a MailChimp with a registered seat in the United States of America (*more on how they process personal data available through [Privacy policy – MailChimp](#)*). In these cases, the individual's email addresses, to which the relevant information is sent, are stored in the United States of America. The United States, as well as the Rocket Science Group LLC d/ b/a MailChimp, are in the regime approved by the European Commission that is rated as providing a satisfactory level of protection of personal data.

Remarks:

In situations when the Agency has the position of a processor and the controller is a third country or a third country institution, the Agency is forwarding the data subject's personal data to a controller according to the controller's instructions.

14. Protection of personal data

14.1. In order to provide adequate personal data protection measures, the Agency undertakes actions that are reasonable and effective, considering the sensitivity of personal data and the risk of unauthorized processing. The measures include, but are not limited to, restricting access to personal data by unauthorized third parties, obliging persons who have access to confidentiality, contractually regulating relations with processors and other relevant service providers (including the application of technical and organizational measures), and implementing security controls and procedures aimed at preserving the confidentiality, integrity and availability of data, all in accordance with the Agency's internal acts and applicable regulations.

15. Data retention period

15.1. The Agency is bound by the Archives and Archival Institutions Act. The Agency keeps material that may also contain personal data of workers in accordance with the Rules for the Management of Documentary Material of the Agency for Mobility and EU Programmes and the List of Documentary Material of the Agency for Mobility and EU Programmes with retention periods and the rules of the European Commission arising from the Contribution Agreement.

15.2. Personal data for which the law prescribes data retention period are kept during the statutory prescribed period and are deleted in an additional period of one year (unless a permanent retention period is prescribed).

15.3. In the case of personal data of external associates or business partners, if there is no defined statutory data retention period, the Agency keeps them for the entire duration of the contract with the concerned external associate or partner. Upon termination of the contract, the Agency deletes the personal data of business partners and business cooperation contracts for an additional period of 5 years after the termination of the contract.

15.4. In the case of personal data of persons interested in employment or student work at the Agency, which have been submitted in an application for a specific job ad, the Agency keeps them during the selection process and it deletes them upon the termination of the process in a period no longer than 5 years.

15.5. In the case of personal data of persons interested in employment or student work at the Agency, which have been submitted as an open job application, the Agency keeps them for the maximum period of 12 months.

15.6. As an exception to the above-mentioned deadlines in points 15.2. to 15.4., the Agency is obliged to keep digital copies of certain documents permanently in accordance with the Archives and Archival Institutions Act.

15.7. Personal data processed by the Agency on the basis of performing a task of public interest or in the exercise of official authority shall be kept for the period necessary for processing and shall be deleted within a period of one year from the cessation of the need to process such data on this basis.

15.8. Personal data the Agency is processing based on the legitimate interest are kept for the duration of legitimate interest and are deleted within the period of one year after the termination of legitimate interest.

15.9. Personal data the Agency is processing based on data subject's consent are kept for the duration of consent. In the case of a withdrawal, the latter are deleted in the shortest reasonably possible period. If the consent is granted for a specified period, the data are deleted after the expiry of that period in the shortest reasonably possible period.

15.10. For information on the data retention period of data subject's personal data within the CEEPUS programme, data subjects are referred to a separate Privacy Policy available at <https://www.ceepus.info/default.aspx?CMSPage=95#nbb>.

16. Profiling, automated decision-making

16.1. The Agency does not conduct profiling of data subjects.

16.2. The Agency does not apply an automatic decision-making system based on the data subject's personal data, i.e. data subject's habits or characteristics.

17. Rights of the data subject

17.1. In order to ensure the security of data subject's privacy and their personal data, the Agency is verifying the identity of any person filing a request regarding their personal data in order to reasonably be convinced that the request relates solely to their own personal data.

17.2. Data subjects exercise their rights regarding their personal data processed by the Agency as a controller free of charge. However, if the data subject frequently files requests (e.g. if the previous similar request was filed less than 6 months ago) or excessively files requests for access or transfer of personal data (e.g. providing all data subject's personal data is requested in writing (hard copy)), the Agency has the right to ask the data subject to bear the Agency's costs in advance before carrying out such actions.

17.3. Data subjects can exercise their below-listed rights by filing a request with the Data Protection Officer of the Agency (contact information is provided at the beginning of this General Notice) and entering "Request of the data subject" as the subject of the message. Data subjects are obligated to state the nature of the request, i.e., the right data subject wants to exercise and to state their own personal data (*name, surname, PIN*) in order for the Agency to identify the data subject. Upon receipt of the request, the Agency will send the data subject a confirmation of the orderly receipt of the request. The data subject will receive an answer to his request as soon as possible, and no later than within one month of receiving the request. Exceptionally, if there is a valid reason for this (e.g. in the case of a large number of requests or complex requests), the Agency may extend that deadline for an additional two months, whereby the respondent will be given the reason for the extension and the extension period.

17.4. Access to personal data

Data subjects have the right to ask for a confirmation that the Agency is processing their personal data, as well as access to their processed personal data.

17.5. Rectification of inaccurate personal data

Data subjects have the right to request the rectification of their incorrect personal data that the Agency is processing as a controller, as well as the right to complete their personal data.

17.6. Right to erasure ("right to be forgotten")

Data subjects have the right to request the erasure of personal data from the Agency without undue delay, and the Agency has the obligation to erase personal data without undue delay if one of the conditions prescribed in Article 17, paragraph 1 of the General Regulation is met.

17.7. Data portability

Data subjects have the right to receive and request the transfer of their personal data that the Agency is processing as a controller.

17.8. *The right to restriction of processing*

Data subjects have the right to request, as long as the legal conditions are met, the restriction of the processing of their personal data.

17.9. *The right to withdraw consent*

At any time, data subjects have the right to withdraw the consent for further processing of personal data given to the Agency. The withdrawal of consent does not affect the processing based on consent before its withdrawal.

17.10. *An objection about the processing or handling personal data*

Data subjects have the right to object to the processing of their personal data that the Agency is processing as a controller, as well as the Agency's general manner of handling their personal data.

17.11. *The right to complaint to the Croatian Personal Data Protection Agency*

The supervisory body for the protection of personal data in the Republic of Croatia is the Croatian Personal Data Protection Agency. Data subjects have the right to complain about the actions of the Agency for Mobility and EU Programmes regarding the processing and protection of personal data to the Croatian Personal Data Protection Agency (azop@azop.hr).

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