



Last updated on 17 December 2020

European Youth Centre in Strasbourg

Privacy Notice

This privacy notice provides information about how the European Youth Centre in Strasbourg (EYCS) processes your personal data when you use our services (residential facilities and/or training and meeting facilities).

Who are we?

The EYCS is a part of the Council of Europe. It is an international training and meeting centre with residential facilities which hosts many of the youth sector's activities. Our professional staff includes an advisory team giving educational and technical assistance in preparing, running and following up activities.

The EYCS is the "data controller" with respect to your personal data, it has the decision-making power with respect to the data processing concerned.

What data do we collect?

We may collect personal information about the people using our services, including the following:

- title, first name and last name;
- contact details (such as address, telephone number and email);
- personal information (such as date of birth, gender identity, nationality, country of residence and activity);
- arrival and departure dates and time;
- payment information (such as bank account details);
- health and disability information important for your safety;
- any other personal information that you may disclose to us.

How do we collect your data?

We may collect data from you directly. In this case, you provide your data to us when making an enquiry concerning the use of our services and, if you use our accommodation facilities, by

filling in the registration form at our reception upon your arrival. You may also provide your personal information to us while using our services or after your departure.

We may also collect your personal data from the organiser of group activities.

For which purposes do we process your data and for how long do we retain them?

Purpose	Retention period
Delivering our services to you, including managing accommodation requests and catering.	10 years in our electronic database and no longer than 2 years in a paper file after the completion of your stay or of your participation in an activity. The same retention periods apply where your personal data was collected as part of an enquiry which did not result in the use of our services.
Managing your stay or your participation in an activity, including managing access to rooms, catering and monitoring your use of services.	For the duration of your stay / your participation in an activity.
Administering payments for our services or reimbursement of services provided by you.	10 years from completion/delivery of the services
Searching for people inside the EYCS in case of a serious event affecting it (such as a natural disaster).	For the duration of your stay / your participation in an activity.
Supporting your medical safety, well-being and welfare requirements.	Information about your dietary requirements, if any, will be retained for the duration of your stay / your participation in an activity. Where you provide us with information related to your health, such information may be kept in our records and deleted along with the other information.
Compiling statistics for reporting purposes.	For statistical purposes we collect the data on your nationality, gender identity, country of residence and age, which is stored indefinitely. The other data are anonymised or deleted.

Data storage and data security

The EYCS stores the information (i) in paper files which are kept within the EYCS premises in Strasbourg and (ii) in the secured electronic system. Both can only be accessed by the Council of Europe staff members responsible for the management, payment, accounting and auditing of our services. The electronic information is stored on the Council of Europe servers located within the European Union.

The EYCS has put in place appropriate technical and organisational measures to protect your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed (such as intrusion prevention, account access techniques, means of physical protection etc.)

Who my data may be shared with?

For accounting purposes, your personal data may be shared with the Council of Europe's Treasury, Payments and Accounting Department as well as with the Council of Europe's auditors

As a general rule, the EYCS will not share your personal data with third parties outside of the Council of Europe without your consent. However, we may have a duty to disclose your personal data to third parties, such as medical services or the police, in order to comply with a legal obligation or to protect your vital interests and/or security or vital interests and/or security of other persons (see also Data related to COVID-19 below). Where your data is shared with third parties, we will seek to share the minimum amount necessary.

Do we intend to transfer personal data to third countries?

As a general rule, we do not transfer personal data to third countries. We may, however, do so where important public interests require such transfer (see also Data related to COVID-19 below).

Data related to COVID-19

Having regard to the current circumstances related to COVID-19 pandemic, upon your arrival at the EYCS we will ask you to sign a written undertaking to inform us of any COVID-19 symptoms that you may have during your stay or within 15 days after your departure.

Should you display symptoms during your stay, or suspect you may have been in contact with someone with COVID-19, we will contact either the Council of Europe's Medical Service during working hours, or the French Service of Urgent Medical Aid (SAMU) outside working hours. We will have to provide them your name and surname, contact details (phone number and/or e-mail address) and the description of your symptoms. Any information on COVID-19 symptoms that you have provided to us will be destroyed after one month at the latest.

Your medical data related to the subsequent treatment will be processed by either the Medical Service or the SAMU respectively and will not be shared with us.

If you have informed us about COVID-19 symptoms during your stay or within 15 days after your departure, we will be under an obligation to inform the persons you have been in contact with accordingly. However, we will not disclose to them your identity unless you give your explicit consent for us to do so.

Do we do automated decision making, including profiling?

No.

What is the legal basis of the processing?

Where we process your personal data in relation to the activities that we offer at the EYCS, the legal basis for processing is the Statute of the European Youth Centre adopted by Resolution (98) 31 of the Committee of Ministers of the Council of Europe on 25 November 1998.

Where you use our accommodation and/or rooms for other activities, the legal basis for processing is the performance of a contract between you and the EYCS.

Where we invoice our facilities to groups, the legal basis for processing is the performance of a contract between the EYCS and the organiser of the activities.

Should participants under 18 years of age take part in the activities, the legal basis for processing of their personal data is their parents' consent. It is the organiser's responsibility to obtain parental consent in relation to our processing of personal data of the participants under 18 years of age.

Where your personal data is processed in case of an emergency, the legal basis for processing is the protection of your vital interests or of vital interests of another person.

Where we process personal data related to your health, the legal basis for processing is either your consent or the protection of your vital interests or of vital interests of another person.

Your rights

You have the right to:

- request access to your personal information held by us;
- request that we correct incomplete or inaccurate personal information that we hold about you;
- request we delete or remove your personal information when there is no valid reason for us to keep it;
- object to the processing of your personal information on specific grounds relating to your situation.

If you want to exercise the above rights, or for any queries, concerns, or requests you may have in connection with the way your data is collected and used, please contact us by:

- sending an email to reception.eycs@coe.int
- sending a request by post to Council of Europe / European Youth Centre Strasbourg, 30 Rue Pierre de Coubertin, 67000 Strasbourg
- sending an email to the Council of Europe's Data Protection Officer at dpo@coe.int.