

PRIVACY STATEMENT FOR PROCESSING OF PERSONAL DATA COUNSELLING AND WELLBEING SERVICE OF THE EUI

Latest updated 24 October 2019

The Counselling and Wellbeing Service includes confidential short-term counselling and workshops that are provided to researchers, fellows, partners and staff of the EUI. The service is provided on a purely voluntary basis and only upon your personal request by psychologists employed by the EUI.

The EUI's Data Protection Policy (President's Decision no. 10 of 18 February 2019) is fully applicable. The relevant data processing operations are under the overall responsibility of the Director of the EUI's Academic Service, acting as the Data Controller.

1. Description of the processing operation and Data Controller

In order to receive individual counselling, you should arrange an individual appointment with a Counsellor of your choice.

You may also participate in group courses and workshops, organized by the EUI.

2. What personal data do we collect, which is the purpose and through which technical means?

Types of personal data

Before or during the first individual session you complete a Registration Form by which you give your consent that the Counsellors collect your:

- Identification data: name, surname, age, nationality;
- Contact data: electronic and postal addresses, telephone number,
- Academic data: status, department, year of studies.
- Sensitive data may be collected (physical and/or mental) during the sessions.

For courses and workshops (groups):

- Identification data: personal data such as name, surname, status.

Purpose

The purpose of the data processing in this context is to carry out an analysis of your situation in order to give you the best possible support, to compile anonymous statistics about the use of the service and to manage your potential participation in workshops and classes.

Technical means

Personal data is recorded by the Counsellors. They may take handwritten notes, which will assist them in their work.

Additional personal data of any kind may be received in the course of the correspondence by e-mail between you and the Counsellors.

3. Who has access to your personal data and to whom is it disclosed?

The Counsellor you chose has access to your personal data. As a matter of good practice, the Counsellors may receive supervision on your case with their colleagues (Counsellors share the access to the Registration forms of the clients) or an external supervisor (done anonymously). Everything you have put on the Registration Form and the content of all counselling sessions are confidential. Only in exceptional circumstances, the Counselling and Wellbeing Service might be required to report circumstances that, for example, represent a serious risk for yourself or for the others. The Counsellors evaluate the seriousness of the circumstances under their own responsibility. Wherever possible, your Counsellor would seek your agreement to disclose information.

On an exceptional basis and on justified cases, anonymous data may be discussed with an external expert when specialised advice is needed.

If required to do so by law, the data subject's personal data may be transmitted to bodies responsible for monitoring, inspection or regulatory tasks under EU or national law; to teams performing administrative investigations or upon request to a judicial or law enforcement authority pursuant to Article 17 of the President's Decision 10/2019 regarding data protection at the EUI and in accordance with the Protocol on the privileges and immunities of the European University Institute.

4. How do we protect and safeguard your data?

All Counsellors are subject to the obligation of professional secrecy and to the respect of confidentiality. Files are stored by the Counsellors in locked cupboards.

5. How long do we keep your data?

Data is retained in accordance with the rules of the National board of Italian Psychologists (Albo Nazionale degli Psicologi Italiani).

<https://www.psy.it/codice-deontologico-degli-psicologi-italiani>.

At least 5 years after the conclusion of the professional relationship with the Counselling and Wellbeing Service of the EUI.

6. How can you verify, modify or delete your information?

You enjoy the right of access to the documents you have transmitted. You enjoy the right to rectify and or to block the processing of data except for the Counsellor's working notes. You can address your requests with regard to exercising your abovementioned rights to the Data Controller at: servac@eui.eu with a simultaneous notification to the Data Protection Officer of the EUI at: Data_Protection_Officer@EUI.eu.

7. Right to withdraw the consent

You have the right to withdraw your consent to the processing of your personal data for the purpose of promotion and development of the EUI Ph.D. programme. You can withdraw the consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You can withdraw your consent informing directly the responsible counsellor providing the service.

8. Right of Recourse

You have the right to have recourse if you consider that your rights under EUI President's Decision n° 10/2019 (EUI's Data Protection Policy) have been infringed as a result of the processing of your personal data by the EUI. You can at any time have recourse to the DPO of the EUI (Data_Protection_Officer@EUI.eu), in particular to ask the DPO to verify the data and inform them whether the data they could not access were dealt with correctly and, if not, whether the necessary corrections were made.