EENA Privacy Policy

This privacy policy will explain how EENA collects and uses personal data. It was last updated on 9 December 2025. Previous versions of EENA's privacy policy can be found on the EENA website.

What data does EENA collect?

EENA only processes personal data for specific purposes in line with a legal basis. We collect the following personal data:

Personal identification and contact information: your name, contact details such as email address and telephone number, job title and workplace. If EENA is responsible for your travel arrangements in the context of an EENA event or business trip, or if you are employed by EENA, we may collect further identification information (passport, ID document information, social security number).

Financial data and payment data: bank account details, tax details, billing information and any other information necessary for the processing of payments and the provision of invoices.

Technical data: this includes information collected when you visit our websites. You can find more information about our use of cookies below.

How does EENA collect this data?

You directly provide EENA with most of the data we collect. We collect and process data when you:

- Sign up to receive EENA communications via the online sign-up form or by requesting to be signed up in a written communication with one of the EENA staff members.
- Subscribe as a user to EENA's Members' services.
- Register to attend or sponsor one of EENA's events (in-person or online, including webinars).
- Submit an application to be involved in EENA's activities (e.g. projects, awards ceremony).
- Contact EENA in relation to our services.
- Contact EENA to seek advice or information or to offer to provide information or services to us.
- Voluntarily fill out one of our online surveys (e.g. feedback, research).

- Agree to be involved or inquire about being involved in one of EENA's projects or in an EU-funded project in which EENA is a partner of.
- Agree to be involved or inquire about being involved in one of EENA's certification programmes.
- Agree to speak or inquire about speaking at one of EENA's events (in-person or online, including webinars).
- Make an enquiry via the form on the EENA website or to the info@eena.org email address.
- Agree to EENA organising your travel arrangements.
- Become an employee of EENA or apply to become an employee of EENA.
- Become a Member of the Governing Board or Technical and Operational Committee or apply to become a Member of the Governing Board or Technical and Operational Committee.
- Agree to supply services or products to EENA.
- Use or view our websites using your browser's cookies.

Other collection and processing of personal data:

- EENA may collect and process the personal data of political and public figures, journalists, European institutions' civil servants and others acquired from publicly available sources.
- EENA may use publicly available information in the context of EENA's activities and legitimate interests.
- When registering to a webinar, EENA may use your email address to share follow-up materials, including slides and the webinar recording.
- EENA webinars are primarily for our members, but they are open to all. If you're not currently a member, we may contact you through email with information about joining EENA.
- EENA does not use third-party data providers to collect data.

How will we use your data?

EENA collects your data so we can:

- Carry out initiatives in which you have consented to be involved. This includes:
    - Carrying out EENA projects and EU-funded projects in which EENA is a partner.
    - Carrying out EENA's certification programmes.

- Carrying out research in the context of EENA's publications.
- Carrying out EENA's events, both in-person and online.

- Fulfil an agreement or take steps to fulfil an agreement. This includes:
  - Providing services to you or your organisation.
  - Processing payments, invoices or handling billing procedures.
  - For EENA employees, fulfilling EENA's obligations to you as an employer.
  - For employment applications, processing your application.

- Conduct our business and pursue our legitimate interests, in particular:
  - Managing our relationship with you, including responding to your requests or inviting you to be involved in EENA's activities.
  - Managing the relationships between our Members.
  - Communicating with public or political figures about EENA's mission and activities, in the context of advocacy activities.
  - Communicating with you to keep you up to date with our latest activities, events and initiatives, publications, news and services (e.g. newsletters).
  - Informing you or inviting you to participate in specific EENA initiatives or activities that we think you will be interested in.
  - Inviting you to participate in feedback surveys, research, data collection or promotional activities.
  - Occasionally sending members information from carefully selected partners or sponsors, when we consider such information relevant to the membership community.
  - Analysing and improving our communications with you.

Updates on EENA's activities

EENA's regular communications are only sent to people who EENA already has a previous contractual relationship or business relationship with. Updates on EENA's activities are only sent to contacts who have opted-in to the service or with which EENA has a contractual obligation to provide such services (e.g. provision of services to EENA Members). You have the right and the opportunity to opt-out at any time. Further information can be found in the 'Rights' section.

Sharing data with third parties

We share information, including personal information, with trusted third-party service providers that we use to provide hosting for and maintenance of our websites, event management, customer relationship management, payment processing, IT support and services, accounts, survey administration support, storage solutions, analytics, and other services. We do not permit our third-party service providers to use the personal information that we share with them for their marketing purposes or for any other purpose than to fulfil the purpose of the processing of the data as defined by EENA (the data controller) in connection with the services they provide to us.

To facilitate these services, the personal information we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"), in order to conduct our business operations. In such cases, EENA we will ensure that appropriate measures are put in place to ensure your personal information is processed in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation).

EENA will in certain circumstance disclose your personal information if required to do so by law or in the good faith belief that such action is necessary to:

- conform to the edicts of the law or comply with legal process served on EENA;
- protect and defend the rights or property of EENA; and,
- act under exigent circumstances to protect the personal safety of users of EENA, or the public.

In the context of EENA events, EENA may share attendee information with other event participants. This information does not contain contact information (name, organisation, country, and job title only) and attendees are explicitly informed of how their data will be used before signing up to the event.

Aside from the circumstances presented above, EENA does not transfer any personal data to other third-party services.

How is your data stored and secured?

EENA uses trusted third-party storage solutions to store your personal data. Only storage solutions that provide secure services with adequate safeguards are used by EENA. If you would like information about the specific storage solutions we use, you may contact us at DPO@eena.org.

EENA is committed to protecting the security of your personal information. We will use a variety of security technologies and procedures to protect your personal information from unauthorised access, use or disclosure. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access. EENA secures the

personal information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure.
If a breach of your data occurs, we will notify you and any applicable regulator where we are legally required to do so.

EENA adheres to strict retention periods to ensure that your data is only kept for as long as it is necessary to fulfil the purpose of the data processing. The retention periods include:

- When you are a participant or a partner of an EENA project, we will keep your data for 5 years after the project ends.
- When you participate in an EENA event (in-person or online), we will keep your data for 4 years after the end of the event.
- When you or your organisation sponsors an EENA event (in-person or online), we will keep your data for 5 years after the end of the event.
- When you subscribe to our Mailchimp mailing lists, we will keep your data until you unsubscribe. After you unsubscribe, we will archive your data after 1 year and then delete it after 5 years.

When EENA processes your personal data for any purpose other than those mentioned above, EENA will retain your data for a maximum of 10 years after contact with you has ceased. If you require more specific information regarding EENA's retention periods, please contact DPO@eena.org.

What are your rights regarding your personal data?

EENA is committed to providing you with control on how your data is used and processed. You can review, edit, or delete your personal information free of charge by contacting us directly at DPO@eena.org.
EENA would like to make sure you are fully aware of your rights, in particular the following:

- **The right to access:** You have the right to request copies of your personal data from EENA.
- **The right to rectification:** You have the right to request that EENA corrects any information that you believe is inaccurate. You also have the right to request that EENA completes any information that you believe is incomplete.
- **The right to erasure:** You have the right to request that EENA erases your personal data, under certain conditions.
- **The right to restrict processing:** You have the right to request that EENA restricts the processing of your personal data, under certain conditions.

- **The right to object to processing:** You have the right to object to EENA's processing of your personal data, under certain conditions.
- **The right to data portability:** You have the right to request that EENA transfers the data that we have collected to another organisation, or directly to you, under certain conditions.

To find out the full details about your rights, including any conditions under which they may apply, you can consult the General Data Protection Regulation.
If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact our Data Protection Officer at DPO@eena.org.

We encourage you to contact us by email. However, if you do not have access to email, you may also call our office number: +32 (0)2 534 97 89. You may also write to us at: Attn: Data Protection Officer, European Emergency Number Association – EENA112, Avenue de la Toison d'Or 79, 1060 Brussels, Belgium

EENA's use of cookies

What are cookies?
Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit EENA's websites, we may collect information from you automatically through cookies or similar technology.
How do we use cookies?
EENA uses analytics cookies and cookies to manage traffic, maximise network resources and identify trusted web traffic. Cookies may therefore process your personal data, such as your IP address.
How long do our analytics cookies last?
Our analytics cookies last for 2 years.
Your choices about cookies
When you visit the EENA websites, you have the choice to accept or refuse cookies.
If you would like more information about our use of cookies, please contact our Data Protection Officer at DPO@eena.org.

Changes to this Policy

EENA will occasionally update this Privacy Policy to reflect feedback from our organisation and

community. EENA encourages you to periodically review this policy to be informed of how EENA is protecting your information. You can do that directly on the EENA website at https://eena.org/privacy-legal/.

Contact Us

EENA welcomes your comments and questions regarding this Privacy Policy or about EENA's privacy practices.
Please contact our Data Protection Officer by email at DPO@eena.org.