PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: **Customs Risk Management System (CRMS)**

Data Controllers:  
**DG Taxation and customs union/ Directorate A – Customs Unit A3 Risk management and security**

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Record reference: DPR-EC- **11127.1**
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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to processing operation under the Customs Risk Management System (the system used to share risk information useful for customs risk management) undertaken by DG Taxation and Customs Union, unit A/3 risk management and security, and customs authorities of the Member States, Switzerland, Norway and Northern Ireland is presented below.

2. Why and how do we process your personal data?

Purpose of the processing operation:

As general purpose, CRMS is the EU system for ensuring the exchange of risk information between the customs authorities of the Member States, of Norway, of Switzerland and of Northern Ireland as well as between them and the Commission. The purpose of the system and the type of data shared is defined by the Member States and the European Commission. It enables customs officers at the border (seaports, airports, land frontier posts, inland waterways, etc.) and in national risk analysis centers to share any risk-related information on illicit or suspicious consignments.

Risk information is shared between customs authorities of the Member States to ensure that a confirmed or probable risk related to an economic operator or a natural person is addressed in the same way at all points of the border. It is the only way to ensure an equal protection of the external border against illicit and dangerous goods and to ensure an equal treatment of trade.

Personal data is also processed for these specific purposes: identification of users of the system, identification of contact persons for information provided into the system, dissemination of information linked to the maintenance of the system, enabling statistical work and general analysis of risks using the information provided into the system, tracing of activity of users (log files) at the request of the Member states or of the Commission for other reasons than maintenance.

The data collected in CRMS therefore concerns personal data of users (name, email address, phone number, department), data concerning natural persons (name, address, identity card/passport number, nationality, gender, age), data concerning specific economic operators related to a potential or identified risk (name and address of company, Economic Operators’ Registration and Identification (EORI)/Trader Identification Number (TIN)).
3. **On what legal ground(s) do we process your personal data**

We process your personal data, because:

(a) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body;

(b) processing is necessary for compliance with a legal obligation to which the controller is subject;

The basis for the processing referred to in Article 5(a) and (b) has been laid down in the following Union law:


Article 36 UCC IA: Article 36 Electronic system relating to risk management and customs controls (Article 16(1) of the Code)

1. For the exchange and storage of information pertaining to the communication among the customs authorities of the Member States and the Commission of any risk-related information, an electronic system set up for those purposes pursuant to Article 16(1) of the Code (‘customs risk management system’) shall be used.

2. The system mentioned in paragraph 1 shall also be used for communication between customs authorities and between customs authorities and the Commission in the implementation of common risk criteria and standards, common priority control areas, customs crisis management, the exchange of risk-related information and risk analysis results as referred to in Article 46(5) of the Code, as well as the results of customs controls.


→ 46(5) UCC Risk management and customs controls

5. Customs authorities shall exchange risk information and risk analysis results where:

(a) the risks are assessed by a customs authority as being significant and requiring customs control and the results of the control establish that the event triggering the risks has occurred; or

(b) the control results do not establish that the event triggering the risks has occurred, but the customs authority concerned considers the threat to present a high risk elsewhere in the Union.


4. **Which personal data do we collect and further process?**

In order to carry out this processing operation DG TAXUD collects the following categories of
personal data:
- data related to the users of the system: name, phone, email address

In order to carry out this processing operation DG TAXUD, Commission users, customs authorities of the Member States, Switzerland, Norway and Northern Ireland collect and share the following categories of personal data:
- data related to suspicious or fraudulent economic operators or fraudulent person(s) (name, address, email, phone number, Economic Operators’ Registration and Identification (EORI)/Trader Identification Number (TIN)) and their transactions).

5. How long do we keep your personal data?

DG TAXUD only keeps personal data of the users for the time necessary to fulfil the purpose of collection or further processing, namely from the moment the user asks for access to the system until the moment the user stops accessing the system (end date to be entered in the system).

Commission and customs authorities of the Member States, Switzerland, Norway and Northern Ireland keep personal data related to suspicious or fraudulent operators and suspicious or fraudulent persons (name, email, address, EORI number, phone number of economic operators and natural persons) for a maximum of 10 years.

DG TAXUD and Member States, Switzerland, Norway and Northern Ireland shall ensure the information is also deleted from any national or EU system where the information may have been shared.

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored either on the servers of the European Commission. All processing operations are carried out pursuant to the Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission’s contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States (‘GDPR’ Regulation (EU) 2016/679.)

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures in place. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

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

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Recipient within the EU organisation:
Commission officials from the DG TAXUD, DG SANTE, DG HOME, DG AGRI, DG GROW, DG BUDG, OLAF, DG JUST, DG ENV, DG TRADE
Officials and staff members of Commission IT services (DIGIT)

Recipient outside the EU organisation: Officials from the Member States, Switzerland, Norway and Northern Ireland.

The national administrator of each country or the EU administrator decides which user profile to allocate to authorised users. Profiles determine to which part of the system users have access and whether they can only see the information or also encode information. Therefore, depending on the profile allocated, these users may have access to the information on suspicious or fraudulent economic operators or fraudulent persons (name, address, email, phone number, Economic Operators’ Registration and Identification (EORI)/Trader Identification Number (TIN)) and their transactions.

All users in the system have access to the names, phone numbers, emails of all the other users of the system.

Concerning the **transfer of personal data** to recipients in a third country

The controller will transfer your personal data to the following recipients in a third country in accordance with Regulation (EU) 2018/1725: customs authorities from Switzerland, Norway, Northern Ireland whose users have been authorised and have access to the system.

The controller will transfer your personal data based on the following adequacy decision:

Switzerland and Northern Ireland in compliance with the respective adequacy decisions:

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

**8. What are your rights and how can you exercise them?**

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) on grounds relating to your particular situation.

You can exercise your rights by contacting the Data Controllers, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under
9. Contact information

- The Data Controllers

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controllers, **DG Taxation and customs union/ Directorate A – Customs Unit A3 Risk management and security**, taxud: crms2-data-protection@ec.europa.eu

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- **The Data Protection Officer (DPO) of the Commission**

You may contact the Data Protection Officer ([DATA-PROTECTION-OFFICER@ec.europa.eu](mailto:DATA-PROTECTION-OFFICER@ec.europa.eu)) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- **The European Data Protection Supervisor (EDPS)**

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor ([edps@edps.europa.eu](mailto:edps@edps.europa.eu)) if you consider that your rights under Regulation
10. Where to find more detailed information?

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: http://ec.europa.eu/dpo-register.

This specific processing operation has been included in the DPO’s public register with the following Record reference: 11127.