



Privacy Statement

EASO's Social Media Monitoring (SMM) Reports

The European Asylum Support Office (EASO) monitors social media platforms in order to understand how users view/perceive the latest trends in migration and asylum, and understand the current state of play and discourse among social media community users on key issues – flight, human trafficking and EU/Member State asylum policies and systems.

The output of EASO's SMM activities consists of periodic Reports drafted by the SMM Team and shared by EASO with EU Member State authorities and/or relevant EU Institution and/or EU/UN Agencies. No personal data is included in the SMM Reports. All of the information included in the SMM Reports is carefully scrutinised in order to ensure compliance with the requirements of Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by EU institutions, bodies, offices and agencies and on the free movement of such data.

Identity of the Data Controller:

EASO is the controller for the processing of personal data within the SMM activities.

Purpose:

EASO's SMM activities aim to support the implementation of the Common European Asylum System (CEAS) by alerting Stakeholders, notably migration and asylum authorities of EU+ Member States, as well as relevant EU Institutions / EU Agencies, and relevant International Organisations (UNHCR, IOM, IGC and Interpol) of developments which are relevant to such implementation.

Origin and type of the data processed

The system used by EASO collects and analyses data from public posts by social media users on different social media platforms.) The process is manual and does not involve any automated systems. EASO only processes information that is publicly available:

- Identification data (username, user identification and geographical area)
- Personal characteristics, when available (age, gender, nationality)
- Views and/or comments on migration and asylum routes, smuggling of human beings/human trafficking, EU+ and/or Member State asylum systems and procedures, the situation in countries of origin of applicants for international protection in the EU+;
- Pictures and videos

EASO adheres to strict limitations of the topics it monitors and ensures that its staff are bound by clear instructions and confidentiality obligations.

Who will receive personal data?

No personal data is disclosed or transferred. The data processing is limited strictly to the consultation of personal data by the competent EASO staff members whilst they visualise/consult social media posts. There are no recipients of personal data as access to it is limited to said competent staff.

Legal basis for the processing of personal data:

Article 5.1.(a) of Regulation 2018/1725 and Article 9.3 of Regulation 439/2010.



EASO collects and processes personal data for the performance of EASO's mandated tasks in the public interest. EASO ensures that adequate and specific safeguards are implemented for the processing of personal data, in line with the applicable data protection legislation. EASO has consulted the European Data Protection Supervisor (EDPS) on this matter and complies with the recommendations received.

Data retention / How long will the EASO keep personal data?

No personal data is included in the SMM Reports.

Exercising your rights

You can exercise your rights by emailing EASO at info@easo.europa.eu .

If you have further questions, you can also email EASO's Data Protection Officer at dpo@easo.europa.eu .

Furthermore, you have the right to contact the European Data Protection Supervisor at any time about the processing of your personal data.