

Privacy statement

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 what is the current state of play in discourse among social media community users on key issues – flight, human trafficking and migration.

Such data is processed in accordance with strict oversight and limited personal information relating to specific social media posts is only shared with EU Member State authorities and/or relevant EU Institution and/or EU/UN Agencies. Source data data itself is not stored, disclosed or shared, with the exception of the public links of social media posts.

Such information is never made public and/or shared with third parties.

Data protection legal framework applicable to EASO

All personal data is processed in line with European Union data protection legislation.

Who is responsible for the processing of personal data?

EASO is the controller for the processing of personal data.

Legal basis for the processing of personal data

Articles 8, 9 and 11 of Regulation 439/2010 of the European Parliament and of the Council establishing a European Asylum Support Office.

We collect and process personal data for the performance of EASO's tasks in the public interest. We ensure that adequate and specific safeguards are implemented for the processing of personal data, in line with the applicable data protection legislation. We have consulted the European Data Protection Supervisor on this matter and comply with the recommendations received.

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, and tracks different online sources including forums, blogs and online news websites. EASO only processes information that is publicly available:

- Identification data (name, username, user identification and geographical area)
- Personal characteristics (age, gender, nationality)
- Views and/or comments on migration routes, smuggling of human beings/human trafficking
- Pictures and videos any other information published on a website that is analysed or on a third-party platform.

We have set up strict limitations on the topics we monitor and have ensured that our staff, when accessing and using the external provider's database, are bound by clear instructions and confidentiality obligations.

Who will receive personal data?

Source data is not shared.

Authorised EASO staff will be recipients of the reports which include limited personal data, as well as relevant stakeholders in Member States and European Institutions and Agencies, as well as the UNHCR and IOM.

How long will the EASO keep personal data?

Reports containing limited personal data will be stored for a maximum of five years and will then be destroyed/deleted. The results of searches after a period of six months. Automatic backups will also be deleted from the EASO's servers after six months.

Your rights

You have the right to access and rectify your personal data, to restrict the processing of your data and, under certain conditions, to ask for your data to be deleted. Since we do not directly interact with social media users whose data are being processed and, in principle, do not have access to their contact details, it is impossible or would involve a disproportionate effort to inform those users individually. We therefore inform social media users via this privacy statement on the EASO website.

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.

Contacting the European Data Protection Supervisor

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