

Privacy Notice for the ESA PDGS Data Cube

ESA offers access via the ESA PDGS Data Cube to ESA and third party Earth Observation (EO) data repositories, and this access is managed through the creation of a user EO-SSO account.

When you create a user account through ESA's Single Sign-On Service (EO-SSO), you are asked to provide Personal Data, including your name and email address. This notice sets out how your Personal Data is handled for the purpose of granting you access to EO data through the ESA PDGS Data Cube, and your rights in relation to this handling of your Personal Data.

Which Personal Data will be processed and why?

The Personal Data, which is collected and processed for the purpose of authenticating and authorising you to retrieve and download data through the ESA PDGS Data Cube, are:

- Name
- Surname
- Country of Residence
- Username (EO-SSO ID)
- Password (Encrypted)
- Institution
- Email

The ESA PDGS Data Cube is managed on behalf of ESA by *Serco S.p.a. (Serco Europe)* and *Meteorological and Environmental Earth Observation – MEEO S.r.l. (MEEO)*. Under ESA's contracts with Serco Europe and MEEO, your Personal Data is processed on the servers of Serco Europe in Frascati (Italy) and on the servers of MEEO in Ferrara (Italy), for the purpose of authorizing you to access the EO data. Serco Europe and MEEO do not process your Personal Data for any purpose other than offering you the ESA PDGS Data Cube services requested.

Serco Europe and MEEO do not consider your Personal Data as an asset for sale and will not sell your Personal Data to any third parties.

For how long will my Personal Data be kept?

Your Personal Data will be stored and not automatically deleted for as long as you remain registered with an EO-SSO account.

If you wish to delete your EO-SSO user account before that time, you may do so at any time by submitting a request to [ESA EO Help Desk](#). Please note that you will not be able to use the ESA PDGS Data Cube once you have deleted your EO-SSO user account.

Once you have requested the cancellation, all traces of your Personal Data will be erased from the servers of MEEO and Serco Europe.

Your Rights

The Data Controller for the processing of your Personal Data is ESA. ESA is an intergovernmental organisation established by its Convention which opened for signature in Paris on 30 May 1975. The headquarters of ESA are located at 24 rue du Général Bertrand, CS 30798, 75345 Paris Cedex 07, France.

ESA manages the processing of your Personal Data in accordance with the provisions set out in ESA's 'Policy on Personal Data Protection', which was adopted by the Director General of ESA on 5 February 2018 and became effective on 1 March 2018. The Policy forms part of ESA's Personal Data Protection Framework, which can be downloaded from ESA's website www.esa.int or via the following [link](#).

If you have any questions or concerns about how ESA handles your Personal Data, you may contact ESA's Data Protection Officer, who is your first point of contact for Personal Data matters. The contact details for ESA's DPO are:

email: dpo@esa.int

Tel: +33 1 53 69 72 69

Under ESA's Personal Data Protection Framework, you have the following rights, which you may exercise at any time:

- The right at any time to make a reasonable request for access to your Personal Data which is held for the purpose of using and exploiting EO Data via the ESA PDGS Data Cube, provided that you demonstrate legitimate grounds for making the request.

If you wish to make such a request, please submit it to [ESA EO Help Desk](#).

- The right to have your Personal Data erased, rectified, completed or amended.

If you do not want your Personal Data to be processed for the purpose of enabling you to access the ESA PDGS Data Cube, please submit a request to [ESA EO Help Desk](#) and your Personal Data will be erased from the system. Please note that if we carry out this change, you will no longer be able to access the ESA PDGS Data Cube.

If you wish to rectify, complete or amend your Personal Data, you will need to submit a request to [ESA EO Help Desk](#) and explain the modifications that you wish to be made.

- The right to lodge a complaint before ESA's independent Supervisory Authority which complies with the Rules of Procedure of the Supervisory Authority set out in ESA's Personal Data Protection Framework. You will be required to demonstrate that a Data Protection Incident occurred in relation to your Personal Data, following a decision of the Agency, or at least to present serious reasons for believing that such an incident occurred.

A Personal Data Protection Incident means any intentional or unintentional activity which violates the provisions set forth in ESA's 'Policy on Personal Data Protection'.

If you wish to lodge a complaint, the first step is for you to contact the ESA Data Protection Officer by sending an email to dpo@esa.int, setting out the nature of your complaint. Your complaint will then be handled according to the Rules of Procedure of the Supervisory Authority that are set out in [ESA's Personal Data Protection Framework](#).