European Union Agency
for Cybersecurity

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RECORD NO: 70

SUPPORT ACTION SERVICE PROVISION

Record 70 of processing operation "Support action service provision"	
Date of last update	31/03/25
Name and contact details of controller	Beneficiaries at different Member States who own the data and define the scope of the particular service.
Name and contact details of DPO	dataprotection [at] enisa.europa.eu
Name and contact details of Joint Controller	N/A
Name and contact details of processor	ENISA, Operational Support Unit, osu [at] enisa.europa.eu - under specific Data Processing Agreements with the beneficiaries. ENISA will engage specific sub-processors in the service provision. These will be service support providers for all Member States and Pan-European, according to the framework contracts and specific contracts established by ENISA. ENISA sub-processor is European Commission's S-CIRCABC as described under Record No 45 - CIRCA-BC Document management platform, available under: https://www.enisa.europa.eu/about-enisa/data-protection/register_data_processing_activities Note that EU-login (ECAS account), used for identification/authentication to the platform, is provided by European Commission (DIGIT) directly (who acts as data controller to this end). Contact: DIGIT-CIRCABC-SUPPORT@ec.europa.eu, https://cermit.enisa.europa.eu/ui/help/legal-notice
Purpose of the processing	To provide services to the Member States in accordance with 24/08/2022 Letter of intent between DG CONNECT and ENISA on the provision of support to Member States to further mitigate the risks of large scale cybersecurity incidents in the short term.
Description of data subjects	For the purpose of the provision of security services (e.g penetration testing, risk assessment etc.) potentially any individual whose personal data are processed in the context of the services provided.
Description of data categories	The provision of security services is not directly related to the processing of personal data. However, depending on the case, different types of personal data may be processed in the context of the security service (e.g. pen testing). The types of data depend on the activities of the beneficiary and the type of the security service offered.
Time limits (for the erasure of data)	ENISA will delete all personal data within 24 months after end of service provision.
Data recipients	Designated ENISA staff involved in support action and designated staff of service support providers on a need-to-know basis.

Transfers to third countries	No transfers outside EU/EEA are foreseen
Security measures - General description	General security policy and technical/organisational measures applicable to ENISA's internal IT systems, PGP encryption, Security measures that apply to DIGIT's S-CIRCABC
Data Protection Notice - Privacy statement	Available to ENISA staff on intranet