

Ferdinand Zedtwitz
Data Protection Officer

Data Protection Notice for Online Meetings, Teleconferencing, and Webinars of the International Institute of Applied Systems Analysis (IIASA)

On the following pages we would like to inform you about the processing of personal data when using tools like "Zoom" or "WebEx".

Purpose of the processing

IIASA uses the tools "Zoom" and "WebEx" to host teleconferences, online-meetings, videoconferences and/or webinars (hereinafter "online-meetings").

"Zoom" is a service of the Zoom Video Communications, Inc., with its headquarters in the USA

"WebEx" is a service of the Cisco Systems, Inc., with its headquarters in the USA

Data Controller

The Controller for the data processing that pertains to the direct execution of "online-meetings" is the International Institute for Applied Systems Analysis

Note: If you visit the website of "Zoom" or "WebEx", the provider of the respective tool is the data controller. The visit to the website is solely required to download the client software (app) of the respective tool.

You can use "Zoom" and "WebEx" by entering the Meeting-ID and, if applicable, other credentials.

Should you not want to use the app you can use the basic functionality via a browser version of the respective tool.

What data is being processed?

When using one of the tools different sets of data are being processed. The amount of data being processed also depends on what data you provide before and while attending the meeting.

The following personal data is being processed:

Information of the participant: First name, Last name, Telephone (optional), Password, Profile Picture (optional), Department (optional)

Meeting Metadata: Topic, Description (optional), Participant IP-Addresses, Device/Hardware Information

When Recorded (optional): MP4-File of all Video-, Audio- and Presentations recordings, M4A-Files of all audio recordings, text file of the meeting chat.

When dialling in with a phone: information about the incoming and outgoing telephone number, country name, start and end time.

Text-, Audio- and Video data: You possibly have the ability to use the chat-, question- or survey function in an “online-meeting”. Any information you provide (text-input) will be processed to display and possible protocol the information in the “online-meeting”. To be able to show video and play audio, the respective data from your devices (camera and microphone) will be processed. You can, at any given time, mute your microphone and turn-off your video camera.

To participate in an “online-meeting” you must at least provide a name.

Scope of processing

We use “Zoom” and “WebEx”, to perform “online-meetings”. If we want to record an “online-meeting”, we will inform you in a transparent way accordingly in advance and – if required – obtain your consent. If a meeting is recorded it is visible in the respective tool.

Should, for the purposes of creating a protocol of the events in the “online-meeting”, it be required to protocol the chat we will do so. Although, ordinarily this will not be necessary.

In the case of webinars, we can process, for the purposes of recording and follow-up, the questions from the webinar participants.

The possibility of “attention-tracking” in these tools, will always be **deactivated**.

Automated decision making in the meaning of Art. 22 GDPR is not performed.

Legal bases of processing

The legal basis of processing, when the “online-meeting” is held in the framework of a contractual relationship (e.g.: staff-members, externally funded projects) is **Art. 6(1)(b) GDPR**

additionally, and for all “online-meetings” without a contractual relationship the legal basis of processing is our legitimate interest. **Art. 6(1)(f) GDPR**. Our legitimate interest is the effective execution of “online-meetings”.

Third party recipients

Personal data that is being processed in “online-meetings” are in principle not transmitted to third parties unless the purpose of the information is to be shared. Please note that information shared in “online-meetings” are often intended to be communicated to third parties, and are therefore transmitted. (e.g. decision taken in an “online-meeting” to be shared with colleagues).

Additional Recipients: The providers of “Zoom” and “WebEx” receive the information stated above as far as necessary and as outlined in the data processing agreement.

Data processing outside the European Union

“Zoom” and “WebEx” are services provided by companies with headquarters in the USA. Data processing therefore also happens in a third country. We have signed data processing agreements with both service providers that fulfil the requirements of Art. 28 GDPR.

Appropriate safeguards for the data processing are guaranteed on the one hand by the certification of Zoom Video Communications, Inc. and Cisco Systems, Inc., under the “Privacy-Shield” as well as the signing of so called “Standard Contractual Clauses”

Data Protection Officer

For any questions you can reach the data protection officer of IIASA at dpo@iiasa.ac.at

Your rights

You have a right of access to your stored personal data, its source and recipients, the purpose of personal data processing, as well as a right to rectification, a right to data portability (this means you have the right to receive the personal data you provided us in a commonly used and machine readable format. It also gives you the right to request that we transfer that data directly to another controller), a right to object to personal data processing, and a right to restriction of processing and blocking or erasure of inaccurate or inadmissibly processed data at any time.

Data retention

As a matter of principle, we delete personal data when there is no need for further storage. A requirement can exist in particular if the data is still needed to fulfil contractual services. In the case of statutory storage obligations, deletion shall only be considered after expiry of the respective storage obligation.

Right to lodge a complaint with a supervisory authority

If you believe that the processing of your data conflicts with the data protection law and/or your data protection claims have been violated in any form, you may file a complaint with the Austrian Data Protection Authority (<https://www.data-protection-authority.gv.at/>).

Changes to this data protection notice

We will revise this data protection notice in the event of changes in data processing or other occasions that make this necessary. You will always find the current version on the IIASA website.