



General Privacy Notice¹

Website, Communications, External Users and Stakeholders

This notice explains how EUMETNET processes personal data in connection with its website and communications, and in its engagement with external users and stakeholders.

This document is divided into two activity-specific parts. Part A applies to website visitors and people who contact EUMETNET. Part B applies to external users and stakeholders of EUMETNET data, products, and services.

¹ Public - for publication on the EUMETNET website.

1. Who we are

SNC EUMETNET is the network of European National Meteorological Services and is the controller of the personal data described in this notice.

Data controller: SNC EUMETNET
c/o Institut Royal Météorologique de Belgique
Avenue Circulaire 3, 1180 Brussels, Belgium
Email: info@eumetnet.eu

2. How to use this notice

The provisions in Part A apply to personal data collected through the EUMETNET website, contact form, and direct email communications. The provisions in Part B apply to individuals who interact with EUMETNET as users or potential users of its data, products, and services. The common provisions in Part C apply to both parts.

Part A. Website and Communications

3. Data collected via the contact form

When visitors of the EUMETNET website submit a contact form, EUMETNET collects the following data:

- full name (required);
- email address (required);
- subject (optional);
- message content (optional); and
- IP address (automatically logged by the web server).

4. Data collected through direct email communication

When individuals contact EUMETNET directly by email, including by using an email address published on the website, EUMETNET may process the personal data contained in the email and any subsequent correspondence.

This may include the sender's name, email address, other contact details, the content of the communication, and any other personal data voluntarily provided by the sender.

The data is processed to respond to and follow up on the enquiry, maintain a record of the communication where necessary, and, where relevant, provide information directly related to the enquiry or to relevant professional matters within EUMETNET's activities.

5. Use of contact details for further communication

We may occasionally use the contact details you provide to contact you about matters related to EUMETNET's activities, such as seeking feedback on EUMETNET's activities, data, products or services, inviting you to relevant events (such as Stakeholder fora), or contacting you in relation to Requests for Information (RFIs). Such communications will generally be occasional and limited to matters relevant to EUMETNET's activities and your professional interests.

If you do not wish to receive such communications, you may request that we do not contact you for these purposes.

6. Legal basis for Part A processing

Data submitted via the contact form is processed on the basis of the user's freely given, specific, and informed consent, obtained through an explicit checkbox on the contact form (Article 6(1)(a) GDPR).

Data provided through direct email communication is processed on the basis of EUMETNET's legitimate interest in receiving, responding to, and managing enquiries and communications with individuals and stakeholders (Article 6(1)(f) GDPR).

7. Storage and retention for Part A

The contact form uses WPForms (Lite version). In this configuration, form entries are not stored in the website database. Data is transmitted by email to the EUMETNET Secretariat and retained solely within the recipient's email inbox. Personal data is retained only for as long as necessary for the purposes described in this notice and in accordance with EUMETNET's data retention procedures. No personal data from the contact form is stored in the website's MySQL database.

Personal data received through direct email communication is processed and stored within EUMETNET's email systems and may be accessible to authorised EUMETNET staff where necessary to handle the enquiry or provide the requested service.

Personal data collected via the contact form is retained for a maximum of 24 months from the date of receipt, after which it is permanently deleted, unless a longer retention period is necessary for a specific purpose or required by law.

Personal data contained in direct email correspondence is retained only for as long as necessary for the purpose for which it was collected, including necessary follow-up, and, where appropriate, for a limited period thereafter to maintain a record of the communication or address legal, contractual, or organisational requirements.

8. Website hosting and processors

The website is hosted by NFRANCE, with servers located in France, and is technically supported by Celad, the service provider mandated by EUMETNET.

Entity	Role	Location
EUMETNET SNC	Data Controller	Brussels, Belgium
Celad	Data Processor: web development and maintenance	Toulouse, France
NFRANCE	Sub-Processor: hosting infrastructure	France

Part B. External Users and Stakeholders

9. Who Part B applies to

This Part applies to individuals who interact with EUMETNET as users or potential users of EUMETNET data, products, and services, including individuals who provide their contact details or other information:

- when contacting EUMETNET regarding its data, products, or services;
- through Requests for Information (RFI), Stakeholder Engagement Fora or similar user engagement activities;
- through surveys or other user feedback activities; and
- through other professional interactions with EUMETNET relating to its data, products, and services.

10. Personal data processed under Part B

Depending on the nature of the interaction, EUMETNET may process:

- full name;
- professional email address and other professional contact details;
- organisation and country;
- role or function;
- information concerning the use or intended use of EUMETNET data, products and services;
- information provided in RFI responses and other enquiries;
- responses and comments provided through surveys or other feedback activities; and
- any other information voluntarily provided in connection with these activities.

11. How EUMETNET uses this personal data

Personal data is processed to:

- communicate with current and potential users of EUMETNET data, products, and services;
- respond to enquiries and Requests for Information;
- understand how EUMETNET data, products, and services are used and identify user needs;
- collect and analyse feedback to improve EUMETNET data, products, and services;
- follow up on issues, suggestions, or requests raised by users;
- support engagement with external users and stakeholders; and
- where the individual has provided consent, contact them regarding relevant EUMETNET activities, including participation in future user engagement initiatives or the External Data User Forum.

Survey results may be analysed and reported in aggregated or anonymised form.

12. Legal basis for Part B processing

The processing of personal data is primarily based on:

- EUMETNET's legitimate interest in communicating with and engaging current and potential users of its data, products, and services and in understanding and improving their use (Article 6(1)(f) GDPR); and
- where applicable, the individual's consent, in particular for future communications or other processing activities for which consent is required (Article 6(1)(a) GDPR).

Where processing is based on consent, the individual may withdraw consent at any time by contacting info@eumetnet.eu. Withdrawal of consent does not affect the lawfulness of processing carried out before the withdrawal.

13. Retention for Part B

Personal data is retained only for as long as necessary for the purposes described in this notice and in accordance with EUMETNET's data retention procedures.

Professional contact details and information obtained through RFI and other user engagement activities are reviewed regularly and deleted when they are no longer relevant or required for communication, support or engagement purposes.

Where an individual has consented to future communication, their contact details may be retained for as long as they remain relevant for the agreed communication or engagement purposes. EUMETNET conducts a periodic review of its external-user contact lists and removes contact details that are no longer relevant or required.

Survey responses may be retained for longer in anonymised or aggregated form for statistical, reporting and service-improvement purposes.

Part C. Provisions Applying to All Processing

14. Data sharing

Personal data is never sold to third parties or used for unrelated commercial marketing purposes. Where relevant to the purpose for which the information has been provided, EUMETNET may share relevant personal data with:

- authorised EUMETNET Secretariat staff;
- authorised representatives from Member National Meteorological Services including EUMETNET Programme or Module Managers and Committee members.

As some EUMETNET Members are located outside the European Economic Area (EEA), personal data may, where necessary and proportionate, be shared with authorised representatives of those Members located in Montenegro, North Macedonia, the United Kingdom, Serbia, or Switzerland. Such sharing may take place for the purposes described in this notice, including handling enquiries, supporting communications with users and stakeholders, managing Requests for Information (RFIs), surveys and other user engagement activities, facilitating collaboration with EUMETNET Members, and supporting the

development, provision and improvement of EUMETNET data, products and services. Where personal data needs to be transferred to a country that is not subject to an adequacy decision, for example in connection with a specific enquiry or other cooperation with an EUMETNET Member, EUMETNET will ensure that the transfer is carried out in accordance with GDPR Article 49 (I).

15. Data security and access

EUMETNET takes appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, loss, or destruction. Access is limited to authorised persons who need access for the purposes described in this notice.

16. Your rights

Subject to applicable data-protection law, individuals have the right to:

- request access to their personal data;
- request correction of inaccurate data;
- request deletion of their personal data;
- request restriction of processing;
- object to certain processing activities;
- withdraw consent where processing is based on consent; and
- lodge a complaint with a supervisory authority.

To exercise these rights, contact EUMETNET at info@eumetnet.eu or by post at SNC EUMETNET, c/o Institut Royal Météorologique de Belgique, Avenue Circulaire 3, 1180 Brussels, Belgium.

17. Supervisory authority

If you believe that your personal data has been processed unlawfully, you have the right to lodge a complaint with the Belgian supervisory authority:

Autorité de Protection des Données (APD / GBA)

Rue de la Presse 35, 1000 Brussels, Belgium

Email: contact@apd-gba.be

www.autoriteprotectiondonnees.be

18. Contact

Questions about this notice or EUMETNET's processing of personal data may be sent to the EUMETNET Secretariat at info@eumetnet.eu.