



Ministry of Education and Merit

NOTICE ON PERSONAL DATA PROCESSING

within the technical assistance service

(Articles 13 and 14 of EU Regulation 679/2016)

The Ministry of Education and Merit (hereinafter, also "**Ministry**" or "**MIM**"), in its capacity as Data Controller (hereinafter, also "**Data Controller**"), wishes, with this information notice, provided pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter, also "**Regulation**" or "**GDPR**"), to provide you with information about the processing of personal data performed in the context of the technical assistance service provided through the "Unica" Platform (hereinafter, (hereinafter, also "**Platform**"), in order to support students over the age of 10 (ten), attending lower and upper secondary schools, parents/exercisers of parental responsibility, teachers and tutors (hereinafter, also "**Interested Parties**" or "**Users**") in the handling of technical issues encountered when using the Platform and the related digital services (hereinafter, also "**Digital Services**" or "**Services**").

Data Controller

The Ministry of Education and Merit, based in Rome at Viale di Trastevere no. 76/a, 00153, is the Data Controller for the processing of data carried out for the purpose of providing the technical assistance service to Users.

In addition, the Ministry is the Data Controller for the pursuit of further institutional purposes, as specified in the specific information notice concerning access to the private area of the Platform, which can be found on the [Privacy page of the website unica.istruzione.gov.it](http://unica.istruzione.gov.it).

Data Processor

In its capacity as the party entrusted with the infrastructure, management and application development services of the Ministry's information system, the Società Generale d'Informatica S.p.A. (Sogei) acts, pursuant to Article 28 GDPR, as Data Processor (hereinafter also referred to as the "**Data Processor**" or "**Processor**").

Legal basis for processing

The legal basis for the processing is the performance of a task carried out in the public interest or in connection with the exercise of public authority vested in the Data Controller pursuant to Article 6(1)(e) and (3)(b) of the GDPR, as well as Article 2-ter of Legislative Decree no. 196 of 30 June 2003, and in particular Article 21(4-ter) et seq. of Decree-Law no. 75, containing "*Urgent provisions on the organisation of public administrations, agriculture, sport, employment and for the organisation of the Jubilee of the Catholic Church for the year 2025*" converted, with amendments, by Law no. 112 of 10 August 2023, as well as the non-regulatory implementing Decree adopted pursuant to paragraph 4-quinquies of the same Article 21.

Personal data processed

The data processed consist of common personal data entered by Student and Parent/Exerciser of Parental Responsibility, Teacher and Tutor Users for the purpose of submitting a request for assistance, such as Personal Details (first name and surname) and Contact Details (e-mail address and, optionally, telephone number), as well as information entered in the fields that can be freely filled in by the User (category, description and attachment).

Methods and purposes of processing

Data processing is carried out by the Data Controller in order to ensure the provision of the technical assistance service, aimed at supporting Student and Parents/Exerciser of Parental Responsibility Users, as well as Teachers and Tutors, in the handling of technical problems encountered in the use of the Platform and related Services.

To this end, a web form is provided within the Platform, accessible both in the public area and in the private area (according to the authentication procedures set out in the specific notice available on the [Privacy page of the website unica.istruzione.gov.it](https://www.unica.istruzione.gov.it/privacy)), consisting of a text field that can be freely filled in by the User, within which it is possible to enter the description of the problem encountered, as well as upload attachments.

As part of the Platform it is also possible to send notifications to Users by e-mail.

Data are processed by the Controller in full compliance with the principles of fairness, lawfulness, appropriateness and relevance of processing, as well as minimisation and necessity as set out in the GDPR.

Data processing is in all cases carried out electronically, by means of recording, processing, storage and transmission of data, with the aid of computerised tools.

The Data Controller adopts technical and organisational measures provided for by the regulations in force, adequate to guarantee a level of security appropriate to the type of data processed.

Optional or compulsory supply of personal data

The provision of personal data by Users is necessary for the use of the Digital Services.

Persons authorised to process data and system administrators

Persons authorised and specifically instructed by the Data Controller and the Data Processor, in accordance with Article 2-quaterdecies of Legislative Decree no. 196 of 30 June 2003, as well as system administrators identified and appointed in accordance with the Data Protection Authority Order of 27 November 2008, may access personal data for the purposes indicated above.

Recipients of data communication

Personal data will not be disclosed to third parties, except for possible requests for information by the judicial authorities and the judicial police, which are obligatory by law, and will not be disseminated.

Transfer of personal data to third countries or international organisations

The processing of personal data takes place exclusively within the European Union and the European Economic Area, except where the transfer to a third country or international organisation is strictly necessary for the proper functioning of the Service and the provision thereof.

Personal data retention period

Pursuant to Article 5(1)(e) of the GDPR, in order to ensure fair and transparent processing, data shall be kept for no longer than is necessary for the purposes for which they were collected or subsequently processed, in accordance with legal obligations and, in any case, for the period of time strictly necessary for the provision of the service to Interested Parties.

Specifically, personal data processed as part of the technical assistance service and entered in the web form are processed for the time necessary to provide the service and are recorded within the technical assistance tool made available by the Data Processor and are stored for 2 (two) years.

Browsing data

Within the Platform, first and third party technical session cookies are used, regarding which please refer to the specific cookie policy available on the [Privacy page of the website unica.istruzione.gov.it](https://www.unica.istruzione.gov.it/privacy).

Rights of Interested Parties

Interested Parties may at any time exercise their rights under Articles 15 et seq. of the GDPR, where applicable, by contacting the Data Controllers as identified above and in the manner set out above. In particular, Chapter III of the aforementioned GDPR regulates the rights and methods of exercising those rights, and attributes the following to Interested Parties:

- a) right of access (Article 15 of the GDPR), i.e. to obtain in particular
 - confirmation of the existence of personal data;
 - the origin and categories of personal data, the purpose and method of their processing;
 - the logic applied in the event of processing by electronic means;
 - the identity of the Data Controller, the Data Processor and the persons or categories of persons to whom the data have been or may be communicated;
 - the period of retention;
- b) right of rectification (Article 16 of the GDPR);
- c) right of cancellation (Article 17 of the GDPR);
- d) right of restriction of processing (Article 18 of the GDPR);
- e) right of data portability (Article 20 of the GDPR);
- f) right of objection (Article 21 of the GDPR);
- g) right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning them or significantly affects them in a similar way (Article 22 of the GDPR).

In relation to the processing of data concerning them, they may exercise their rights by contacting the Ministry's Data Protection Officer at the following e-mail address: rpd@istruzione.it

Right of complaint

If Interested Parties consider that their personal data are being processed in breach of the GDPR, they have the right to lodge a complaint with the Guarantor pursuant to Article 77 of the aforementioned GDPR or to take legal action pursuant to Article 79 of the GDPR.

Automated decision-making process

No automated decision-making process is provided for within the meaning of Article 13(2)(f) of the GDPR.

Updates to this policy on personal data processing

This personal data processing notice may be updated in order to comply with any national and European legislation on the processing of personal data and/or to adapt to the adoption of new systems, internal procedures or for any other reason that may be appropriate and/or necessary.