

RECORD OF PROCESSING ACTIVITIES

JIRA SERVICE

1. PROCESSING PARTIES

1.1 CONTROLLER NAME

AMLA (Anti-Money Laundering Authority)
Address: MesseTurm
Friedrich-Ebert-Anlage 49
60308 Frankfurt am Main
Germany

RESPONSIBLE UNIT

Digital, ICT & database
ict-support@amla.europa.eu

1.2 DATA PROTECTION OFFICER name

DPO

CONTACT DETAILS

DPO@amla.europa.eu

1.3 PROCESSOR NAME (IF APPLICABLE)

Atlassian Corporation

CONTACT DETAILS

<https://www.atlassian.com/company/contact>

1.4 JOINT CONTROLLERS NAME (IF APPLICABLE)

N/A

CONTACT DETAILS

N/A

2. PROCESSING ACTIVITY

2.1 NAME OF THE ACTIVITY

Jira service

2.2 PURPOSE OF THE PROCESSING OF PERSONAL DATA

The purpose of the use of Jira Service is the management of Support requests linked to the use of Eureka application following an ITIL process, in particular for the creation of accounts to report issues and requests, linking issues and requests with the person reporting them and contacting the person for informing them and getting feedback.

2.3 OTHER PURPOSES

[Click or tap here to enter text.](#)

2.4 LEGAL BASIS

Choose applicable as per Article 5(1) of Reg. (EU) 2018/1725:

Check
(YES/NO)

Art. 5(1)(a) For the performance of a task carried out in public interest or under AMLA Regulation

/

Please name the task:

Managing of issues or requests linked to AMLA's Eureka web application pursuant to Article 106(1) AMLAR and under Article 5 enabling the Authority to conduct its tasks. In

		particular, the processing is necessary “for the management and functioning” of the EDPS (Recital 22 of the Regulation)
Art. 5(1)(b) For complying with a legal obligation upon the Unit/Authority	<input type="checkbox"/> / <input type="checkbox"/>	Please specify the legal obligation:
Art. 5(1)(c) For contractual reasons of the Data Subject	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Click or tap here to enter text.
Art. 5(1)(d) The Data Subject has given consent for one (or more) purposes as listed above	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Please explain how the consent is gathered: Click or tap here to enter text.
Art. 5(1)(e) For protecting the vital interests of the data subject	<input type="checkbox"/> / <input checked="" type="checkbox"/>	Please specify: Click or tap here to enter text.

2.5 NECESSITY OF THE PROCESSING OF PERSONAL DATA

[Click or tap here to enter text.](#)

2.6 DATA SUBJECTS

- | | |
|---|---|
| <input checked="" type="checkbox"/> Staff (TA/CA)
<input checked="" type="checkbox"/> SNEs
<input checked="" type="checkbox"/> Trainees
<input checked="" type="checkbox"/> Outsourced personnel | <input checked="" type="checkbox"/> Member States/ Competent authorities contacts
<input checked="" type="checkbox"/> Other contacts (please specify) Suppliers, contractors or service providers.
<input type="checkbox"/> Other (please specify) Click or tap here to enter text. |
|---|---|

2.7 CATEGORIES OF PERSONAL DATA

- | | |
|---|---|
| <input checked="" type="checkbox"/> Name
<input checked="" type="checkbox"/> Surname | <input checked="" type="checkbox"/> Communication Data (Email Account, Telephone Number, Address Work or Personal - please specify) Email account, Telephone number.
<input checked="" type="checkbox"/> Title, Function (please specify) Organisation and role.
<input checked="" type="checkbox"/> Location |
|---|---|

2.8 DATA RETENTION

<i>Data category</i>	<i>Time limit</i>
Issues and requests.	Five years. The issues and requests information may be necessary to justify and document developments performed in response to those requests.
Workflow steps and stakeholders.	Five years. The information of the workflows executed may be necessary to justify and audit activities performed by AMLA

3. DISCLOSURE OF PERSONAL DATA - RECIPIENTS WHERE PERSONAL DATA IS DISCLOSED

3.1 INTERNAL UNITS

(Please list all internal entities to whom the data will be disclosed):

AMLA staff making use of the support services provided by Jira Service will have access to the information on issues and requests reported by them.

AMLA ICT will be able to monitor the service supplied, including the details on who has used the system and the time for those person requests to be solved.

3.2 MEMBER STATES AUTHORITIES OR THIRD PARTIES (i.e.: private sector) WITHIN THE EU

External suppliers working in the development and maintenance of AMLA's software tools will have access to the support requests including the data of the request reporters.

3.3 THIRD COUNTRIES AND/OR INTERNATIONAL ORGANISATIONS

(If this is the case, please document the additional safeguards in compliance with Art. 48 of the DPR):

Access to information within Jira Service for third parties out of the EU is not foreseen.

4. PRIVACY STATEMENT/ DATA PROTECTION NOTICE

FOR MORE INFORMATION INCLUDING HOW TO EXERCISE YOUR RIGHTS TO ACCESS, RECTIFICATION, OBJECT AND DATA PORTABILITY (WHERE APPLICABLE).

FOR DRAFTING OF THE PRIVACY STATEMENT, PLEASE FOLLOW ART. 15-16 OF THE DPR.

4.1 Please insert a link if available, or the text of the Privacy Statement:

<https://www.atlassian.com/legal/privacy-policy>.

4.2 Please explain how you intend to provide the Privacy Statement to the Data Subjects (i.e. via email, teams, Website, etc.):

Atlassian Privacy Policy is shown to users before they are registered in the environment. Users have the possibility to sign to be notified on updates on legal conditions affecting their accounts.

SLA covering 99.90% monthly uptime. Disaster recovery

5. DATA SECURITY

5.1 ORGANISATIONAL MEASURES

[Click or tap here to enter text.](#)

5.2 TECHNICAL MEASURES

	Check (YES/NO)	Description (if YES)
Pseudonymisation or Encryption	<input type="checkbox"/> /☒	Click or tap here to enter text.
Measures to ensure:		
– Confidentiality of Data	☒/☐	Access to the account optionally protected by 2 factor authentication. Personal information in issues and requests limited to the minimum necessary to respond to the need.
– Integrity of Data	☒/☐	Access information kept in a single database
– Availability of Data	☒/☐	SLA covering 99.90% monthly uptime. Disaster recovery

Resilience of Systems and Services	<input checked="" type="checkbox"/> /□	Data residency can be set within the EU.
Restoration of availability and access to Personal Data in a timely manner	<input checked="" type="checkbox"/> /□	Data residency can be set within the EU.
Process for testing, assessing and evaluation of the effectiveness the measures	□/☒	No.