

Reception of IT equipment

User's first name and surname	Ledio AHMETAJ
Received IT equipment	Laptop
EP inventory number / token number	
ServiceNow ticket number	RITM0493919

Delegation



Please note that in case of using a hybrid or laptop for the first login with the EP credentials, the user mentioned above will need to pass by the MEP IT Lounge.



The form "*Delegation to act on behalf of an EP user*" duly filled and signed by the user mentioned above is required to authorise a delegate to receive the IT equipment.

I hereby declare that I am a delegate acting on behalf of the user mentioned above and that I am providing a delegation form duly filled and signed giving me the authorisation required.

In accordance with the [Quaestors Notice 43/2022 of 6/12/2022](#), I understand that the IT equipment received, including chargers and accessories, belongs to the European Parliament and must be returned at the end of my mandate or contract, or upon request at any time by e-MEP. I also acknowledge that if the IT equipment is not returned within the deadline, the European Parliament reserves the right to withhold a payment.

I confirm that I have personally received the IT equipment mentioned above (devices are delivered with a charger) and its accessories. I hereby acknowledge that I am personally responsible for taking good care of it and I accept to promptly notify e-MEP in case a device, accessory and/or charger is damaged, stolen or lost.

By signing this form, I declare to have read and agree to the conditions above and to the Data Protection Statement.

Protection of personal data

Legal basis of the processing

The processing described below is carried out in accordance with [Regulation \(EU\) 2018/1725](#) (hereinafter “**the Regulation**”). The lawfulness of the processing is based on Article 5 (1.a) interpreted in the light of Preamble (Recital 22), since it is necessary for the performance of tasks carried out in the public interest by the European Parliament (EP).

Who is responsible for your data?

The European Parliament is acting as the controller and the entity responsible for the processing is the User Support Unit (DG ITC/DES/SUPPORT). You can contact the controller/entity, represented by the Head of User Support Unit, at ITECServiceDesk@europarl.europa.eu.

What are your rights regarding your personal data and how can you exercise them?

You, as a data subject, or your legal representative when applicable, may exercise the rights indicated hereafter by sending a request directly to ITECServiceDesk@europarl.europa.eu.

You have the right of access your personal data and relevant information concerning how the data controller uses them [Article 17 of the Regulation]. You have the right to obtain the rectification of your inaccurate personal data and, taking into account the purposes of the processing, of your incomplete personal data [Article 18 of the Regulation]. Under certain conditions, you have the right to ask that the data controller deletes your personal data or restricts their use [Articles 19 and 20 of the Regulation]. You have the right to object to the processing of your personal data, on grounds relating to your particular situation, at any time [Article 23 of the Regulation]. The data controller will consider your request, take a decision and communicate it to you.

You have the right to have recourse at any time to the Data Protection Officer of the European Parliament (DPO) via the email address data-protection@europarl.europa.eu and to the European Data Protection Supervisor (EDPS) via the email address edps@edps.europa.eu.

What are the personal data used?

The data provided in the form. This includes your first and last name, signature and any other information provided by you in order to allow us to provide you with the related services.

Why are the personal data used and who can view them?

The personal data collected in this document are firstly used to record, monitor and keep evidence of this request for the provision of IT equipment. The helpdesk staff may have access to those personal data, since the information is stored in the IT Service support management system ServiceNow. ServiceNow is a cloud-based system, where the management of tickets is done by authorized people in IT service desks and local IT support units. The present form is stored in a secured folder and managed by e-MEP.

Personal data are not stored in signoPAD devices, but only processed to generate the digital signature.

Secondly, the execution of the request is carried out by the service collecting the data or by forwarding to the relevant services in charge of its processing. Users or their delegates may receive the IT equipment selected and described in the present form. In this context, personal data are processed to perform the necessary changes in the European Parliament's ICT systems to allow this reception.

How long are the personal data kept?

The personal data related to a ticket concerning you are kept for a maximum of five years from the closing of the ticket. After this period, the entire ticket is deleted from the database. The only exception will be the case in which one ticket is connected to another. In this case, the retention period for both will be five years starting from the closing of the most recent ticket.

The personal data on the related service provided to you are kept until the service is not provided to you anymore, unless a request from you is received to do otherwise. The form will be securely stored for a period of 5 years or for the duration of the mandate.

The personal data related to the EP user account are kept up to three months from the European Parliament's electronic storage facilities after the individual leaves the European Parliament. These data may be kept longer - up to three additional months - to complete your last requests or in case of investigations by the competent authorities.