Privacy Policy – EOSC Service Catalogue as part of the EOSC Innovation Sandbox

1. Introduction

The **EOSC Innovation Sandbox** serves as a testing and integration environment for various services provided by independent service providers. This platform allows users to access, test, and interact with a range of experimental and production-ready services.

EOSC Service Catalogue available through the sandbox is managed by ATHENA RC, who remains responsible for the collection, processing, and protection of personal data related to the use of the EOSC Service Catalogue.

2. Scope of this Policy

This Privacy Policy applies exclusively to the general operation of the EOSC Service Catalogue as an individual Service in the **EOSC Innovation Sandbox**.

3. EOSC Service Catalogue Data Controller

The Data Controller for the purpose of the operation of EOSC Service Catalogue as an individual Service in the **EOSC Innovation Sandbox**.is:

Athena-Research and Innovation Center in Information, Communication and Knowledge Technologies -Athena RC (Research Organisation private law legal body)

Artemidos 6 and Epidavrou
15125, Maroussi, Athens
tel: + 302106875300, fax: 2106854270
email: info@athena-innovation.gr

Athena RC may modify this policy to achieve a better protection of personal data by announcing any such modification through this Privacy Policy.

By navigating and using EOSC Service Catalogue users acknowledge that they have read, understood and unconditionally accepted this Privacy Policy.

For any further explanation, you may contact the Data Protection Officer (DPO) of Athena RC by sending an e-mail to: dpo@athena-innovation.gr

4. Personal Data

'Personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier (IP address, e-mail etc.) or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

5. Processing of personal data

Processing of personal data means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

6. Data Collection by the EOSC Service Catalogue

Since the EOSC Innovation Sandbox is publicly accessible and does not require authentication, it does not directly collect any personal data from users. For the EOSC Service Catalogue as part of the EOSC Innovation Sandbox, data collected are:

- External Identity Provider Institution information: For authentication to the EOSC Service Catalogue the AAI service of the EOSC Innovation Sandbox is used, which integrates various academic and social Identity providers (IDP). During login, data requested from user institution or another identity provider may include:
  - Given Name
  - Family Name
  - Email

  For all users authenticated in the EOSC Service Catalogue the above information is not stored, except for users representing a service provider organization, for whom data for authorization purposes are kept.

- Identifiers: Identifiers, as provided by identity providers like e.g. a Home Institution or Identifiers from third parties, for example an ORCID
- Following data may be gathered from a user in case the user represents an organization which acts as a service provider for the EOSC Service Catalogue.

All of the above information is provided by the user on a voluntary basis, or in case of the information from an institution upon the user's choice. Users may choose not to provide certain information, but this may mean that the user cannot access the EOSC Providers Portal or personalized features of the catalogue such as rating, favorite services and service provider dashboards.

Additionally, during user activity on the EOSC Service Catalogue functional Cookies are kept along with technical logs consisting of the following data:

- User actions (e.g., page visits, update of content) on the platform along with timestamps
- Identity Provider used

Also EOSC Service Catalogue may collect **anonymised technical and operational data** strictly for operational, analytical, and security purposes. This data includes, but is not limited to:

- **Technical Metadata**: Aggregate information on platform usage such as page visits, traffic volume, session duration, and performance metrics.

- **Error Logs**: Details related to system errors, failed requests, and service malfunctions, used for diagnostics and maintenance.

- **Device and Browser Information**: Anonymised data about user devices, operating systems, browser types, screen resolutions, and system configurations to optimise compatibility and performance.

- **Network Information**: Generalised geolocation based on IP range (not linked to individual users), referring URLs, and anonymised network usage statistics.

- **Interaction Data**: Non-identifiable patterns of how users interact with the interface (e.g., clicks, scroll depth, or navigation flows), used to improve usability and functionality.

This data is not linked to any identifiable individuals and is used solely to ensure the **functionality, usability, performance, and security** of EOSC Service Catalogue. All data is processed in a manner that preserves user anonymity and complies with applicable data protection regulations.

7. Data sharing

No personal data is shared with third parties, excluding services of the EOSC Innovation Sandbox. EOSC Service Catalogue may share **anonymised technical and operational data** strictly for operational purposes with other services offered by the EOSC Innovation Sandbox.

8. Data rectification and retention

To rectify data collected by the EOSC Service Catalogue users may contact EOSC Innovation Sandbox Helpdesk, which will forward the request to EOSC Service Catalogue tema.Personal data is removed on request of the user, using the same procedure.

9. User Responsibilities

As the EOSC Service Catalogue available through EOSC Innovation Sandbox is a public environment, users are responsible for:

- Reviewing this privacy policy before accessing EOSC Service Catalogue as part of the EOSC Innovation Sandbox
- Using the platform responsibly and respecting the terms set by third-party service providers.

10. Security Measures

While the sandbox does not process personal data directly, the EOSC Service Catalogue maintains standard security protocols to ensure system stability and operational integrity. These measures include:

- Regular system monitoring and maintenance.
- Protection against unauthorised access or misuse of the platform's infrastructure.
- Secure hosting and network safeguards.

11. Contact Information

For any questions related to the EOSC Innovation Sandbox's general operation, please contact:

Platform Administrator
EGI Foundation
Email: support@sandbox.eosc-beyond.eu

For privacy-related inquiries regarding EOSC Service Catalogue as an integral part of the sandbox, users should use contact:

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