

RECORD OF PROCESSING OPERATION¹ ON Taskman Knowledge Management

Nr.	Item	Description
1.0	Last update of this record	11.6.2019
1.1	Reference number	DP.IT.18.2_Taskman
1.2	Name and contact details of controller	<ul style="list-style-type: none"> - For Taskman as a system, the data controller is the Head of Group DIS1, Information System and ICT, Helpdesk@eea.europa.eu - For specific projects in Taskman, the data controller is the responsible product owner as indicated in the master list of systems on the Agency's intranet.
1.3	Name and contact details of joint controller(s) (where applicable)	N/A
1.4	Name and contact details of the processor (where applicable)	N/A
1.5	Name and contact details of the DPO	DPO@eea.europa.eu
1.6	Purpose of the processing	<p>The purpose of Taskman is to facilitate time recording by task, which is necessary to monitor project execution and to verify deliveries before payment of invoices.</p> <p>The IT department of EEA in charge of implementing various framework contracts for IT consultancy services is monitoring work progress through the use of a project management web application, 'Redmine' (open source software). The Installation at EEA is called 'Taskman'.</p> <p>Taskman is also used by other EEA staff and Eionet members for project management that does not necessary involves IT consultancy services.</p> <p>Taskman is part of the Eionet suite of tools and does not directly collect personal data, such as emails and names. There is no member</p>

¹ Record of EEA activities processing personal data, based on Article 31 of Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

		<p>registration form on Taskman (local registration is disabled). Instead, Taskman uses the central Eionet LDAP system for authentication and to retrieve the name, e-mail address and group ownership (Eionet roles) for members of a project. The users of the IT system can contribute to EEA's knowledge base of the environment and projects by adding text into shared documents and creating tickets for performing tasks in a project. Other users can execute the tasks and report on the result on the ticket. IT consultants working under contract with the EEA may register hours worked on each project in Taskman, so that EEA project managers can easily track resources consumption in near real-time and in an aggregated form (anonymized) for statistical purposes. The time reporting data is also used by the IT contractor to create monthly timesheets and invoices sent to the EEA. The time reporting in Taskman is optional (opt-in).</p>
1.7	<p>Description of categories of persons whose data the EEA processes and list of data categories</p>	<ul style="list-style-type: none"> - Consultants working intramural and extramural under contracts with the EEA - EEA staff members, ETCs staff members, NFPs, and EC staff holding a stake in EEA's work <p>Data categories:</p> <p>Description of tasks to perform on an EEA project; task notes; hours worked on the task; Eionet user ID and documentation related to assets owned by the EEA.</p> <p>Note that the consultancy contracts stipulate that anything created while working under the contract is owned by the EEA, including information describing how it was created.</p>
1.8	<p>Time limit for keeping the data</p>	<p>Time registration data is kept in Taskman for a maximum period of 5 years. After 5 years, the time registration data is anonymized and kept only for statistical purposes.</p> <p>Personal data (login, name, email, group membership) is synchronized daily from Eionet LDAP and kept for as long as the user is active in Eionet. Once a user is deleted from Eionet LDAP, its user account will also be automatically deleted from Taskman and all the content created by the user will be anonymized.</p> <p>Otherwise, content created in a Taskman project is kept as long as the content is relevant to its project members.</p>

1.9	Recipients of the data	The responsible EEA project managers, resource officers and authorising officer in the DIS and ADS programmes.
1.10	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	No
1.11	General description of security measures (where possible)	<p>The Taskman system is hosted at an on premise data centre with secured room and limited access via firewalls and virus scanners. Taskman private projects and private tickets are only accessible to its members and are protected by password over an encrypted connection (HTTPS).</p> <p>The management of Taskman involves a limited number of people. All users need to have an Eionet LDAP account in order to access Taskman. Global Taskman privacy/permissions/workflow settings that apply to all projects are managed exclusively by a restricted number of users with Administrator role. This list is reviewed yearly and kept to a minimum (currently 4 users).</p> <p>A new project can be requested by an EEA staff member by sending an email to the Taskman Product Owner or Administrators via helpdesk@eea.europa.eu. The requestor becomes the Taskman Project Owner (TPO) and their name is visible on the project home page. The TPO is responsible for all the project settings, adding members and deciding their role, setting the project to public/ private, enable/ disabling modules etc.</p> <p>When a project is public, all its members, names and activities, posts and attached files are available to the public, including search engines. It is the responsibility of the TPO to decide this setting with the project members. In public projects, single tickets can be made private (only visible to members of the project). Single replies within a ticket can also be made private.</p> <p>Currently, there is only one public project, for which the TPO confirms that there is no personal data available on the web; the rest are private. Email addresses are by default not displayed to the public and members. However, the user can change this setting and decide to show / hide their email address.</p>

		<p>Taskman sends emails on updates. Notifications settings are available for each user on their account page. If people reply to the email, the information will be automatically attached to the relevant ticket. Since this may not be obvious for some users, we display a warning note in each email sent by taskman:</p> <p><i>IMPORTANT NOTE: Replying to this mail will automatically update the ticket on Taskman website with the content of this mail. Avoid sensitive information in your replies since some projects are publicly available. Contact your Taskman project manager for further questions.</i></p> <p>Only those with role Manager and Developer within a project are able to see the time reporting within the project by consultants. The same access permissions applies to data retrieved via the Taskman REST API.</p> <p>Time reported by IT consultants on a project is only visible to the users having the role Manager and Developer in the project, plus Taskman system administrators.</p> <p>Taskman exposes some of its data through a REST API. This API provides access and basic CRUD operations. The REST API is protected by encrypted authentication over HTTPS via API key or password and same access control is applied. Users using it have the same access to data as through the web interface. Therefore, an API user cannot get access to data that he/she is not granted to see via Taskman role and permission settings.</p> <p>Passwords are not stored in Taskman, they are instead managed in Eionet LDAP in an encrypted form. Taskman connects to LDAP over an encrypted channel (LDAP over SSL) to avoid man-in-the-middle attacks.</p>
1.12	Measures for providing additional information, including how data subjects may exercise their rights of access, rectification, data portability (where applicable), etc.	Additional information can be found in the Taskman Help section available on the system homepage, including a link to the EEA data protection notice .