



JÜLICH

Forschungszentrum

Privacy Notice

For your convenience we offer an English translation of this privacy notice. Only the German version is legally binding.

Privacy notice

Requests to the JSC user support teams (sc@fz-juelich.de, user-services.jsc@fz-juelich.de, ds-support@fz-juelich.de, info-juniq@fz-juelich.de) are stored in a local znuny trouble ticket system installation and are processed via this installation.

1. Name of the controller for the purposes of data protection legislation

Forschungszentrum Jülich GmbH
Wilhelm-Johnen-Straße
52428 Jülich
Germany

2. Data protection officer

Frank Rinkens
Forschungszentrum Jülich GmbH
Wilhelm-Johnen-Straße
52428 Jülich
Germany
Phone: +49 2461 61-9005
E-Mail: DSB@fz-juelich.de

3. Data collection during ticket creation and processing

3.1 Data categories

a) Personal data

The following personal data from users are collected and saved:

- Contact details: email address

b) Content data

- Email correspondence

3.2 Purpose, legal basis:

Data are collected, processed, and used for the following purposes:

- Processing of support requests.
The legal basis for this is Art. 6(1)(b) GDPR.

3.3 Recipient

Data are collected by Jülich Supercomputing Centre (JSC).

Personal data will not be transferred to government bodies or public authorities except in order to comply with mandatory national legislation or if the transfer of such data should be necessary in order to take legal action in cases of attacks on our IT infrastructure.

3.4 Retention periods

Tickets are kept for five years for the purpose of tracking support requests and quality assurance in the execution of support cases. After this period a ticket will be deleted.

3.5 Failure to provide data, option to object and delete

The provision of the aforementioned data is not required by law or by contract, nor is there any legal obligation to provide the data. However, the provision of the data is necessary for the processing of support requests. This means that if JSC does not have access to the aforementioned data, support tickets cannot be created.

4. Your rights

You have the right to receive information at any time and free of charge on your saved data on your tickets, the origin and recipients of your data, the purpose of data processing, and the right to rectification, restriction, or erasure of data concerning you.

Insofar as the data processing is based on consent or on a contract, we draw your attention to it at the appropriate place. Should the data processing be carried out by automated means, you may have a right to data portability (Art. 20 GDPR).

You have the right to lodge a complaint with a supervisory authority if you are of the opinion that the processing of your personal data infringes the law. The supervisory authority responsible is Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen (<https://www.lidi.nrw.de/>).

5. Validity and amendments

This privacy policy has immediate effect and replaces all previous policies. Further development may make it necessary to revise this privacy policy. We reserve the right to amend the privacy policy at any time with effect for the future and we advise you to inform yourself accordingly of the applicable privacy policy. A link to this policy is provided here: https://www.fz-juelich.de/ias/jsc/EN/Expertise/Support/support_node.html

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