
[Data privacy notice](#)

The European IP Helpdesk is committed to protecting its users' privacy and personal data. Our policy on the "protection of natural persons with regard to the processing of personal data and on the free movement of such data" is based on Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 ("GDPR"), on the modified Law of 2 August 2002 on the Protection of Persons with regard to the Processing of Personal Data of the Grand Duchy of Luxembourg, and on the modified Law of 30 May 2005 on the Protection of Persons with regard to the Processing of Personal Data in the area of electronic communications.

You can browse freely through the European IP Helpdesk website without giving any information about yourself. Any visitor of the European IP Helpdesk website may voluntarily register their personal details if they wish to. In some cases and for practical reasons, we may require you to register on our website and consequently share limited personal information with us, in order to enable us to provide the e-services you requested. The e-services requiring prior registration are the following:

- [IP Helpline](#) service
- [Newsletter](#) and [Bulletin](#) mailing service
- [Training](#) and [Awareness-raising](#) services.

In such cases, your personal information will be treated according to the principles described in the above-mentioned Regulation and in compliance with the recommendations of the [National Commission for Data Protection](#) of the Grand Duchy of Luxembourg.

The types of personally identifiable information that may be collected upon registration include information needed in order to provide the e-service, to understand your request, to provide you with the best IP support possible in relation to your venture or project, or needed for project statistics (e.g. name, organisation, address, country, e-mail address, telephone number, type of entity, sector, information about your satisfaction and use of our services, etc.). All personal details will be kept confidential by our services and will be used exclusively in relation to the *legitimate interest* pursued by the European IP Helpdesk service: offering free-of-charge IP information and guidance to its users in the form of awareness-raising and training sessions, publications or answers to particular IP questions, and ensuring that such services meet the users' needs and expectations. To this end, the European IP Helpdesk partners will only process your personal data in order to:

- Compile anonymous project statistics for project reporting purposes;
- If you are using the IP Helpline service, to ask for more information about your query if clarifications are needed, to send an answer to your IP question, ask your feedback about the usefulness of this answer a few days later, and in limited instances, to follow up on your case;
- If you chose to subscribe to the Newsletter and Bulletin, to send you a weekly Newsletter and a quarterly Bulletin via email;
- If you register to an online training session, to send you the necessary online login details as

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- well as a follow-up email with useful links and training slides;
- If you register to an on-site training session or awareness-raising event, to send you information about the event and venue as well as a follow-up email with useful links and training slides (when relevant);
 - In addition, you may exceptionally be contacted by our services in very limited instances – e.g. information about an update to the privacy policy, or for a survey about user needs and service improvements.

Your personal data will be stored with us as long as the European IP Helpdesk is being run by its [current consortium partners](#), or until you request that your registered data be deleted (whichever date is the earliest). In case the consortium of partners carrying out the European IP Helpdesk project changes, you will be asked to confirm whether or not you agree to the processing of your data by a different entity.

Your right to access, rectify or delete the personal data registered on the European IP Helpdesk website shall be exercised, pursuant to the Chapter VI, “Rights of the data subject” of the above mentioned Luxembourg law of 2 August 2002, upon written request to be addressed to service@iprhelphdesk.eu, and will be processed at the earliest convenience.

Alternatively, note that you can log in to your profile and edit your own data at any time, including your Newsletter and Bulletin subscription preferences.

In case you have an unresolved concern, you also have the right to file a complaint with the [National Commission for Data Protection](#) of the Grand Duchy of Luxembourg.

Finally, it may be possible that European IP Helpdesk webpages contain links to other sites whose data processing practices are different from ours. Neither the European IP Helpdesk partners nor the European Union are responsible for the privacy practices implemented on any of these external sites. You should be aware of this when leaving the European IP Helpdesk website and we encourage you to read the privacy statements on such external websites, as we have no control over the information that is submitted to, or collected by these third parties.

The European IP Helpdesk reserves the right to modify this Privacy Notice at any time. Any modification about this privacy notice will be communicated to our users for information.