



## **Information pursuant to Articles 13-14 of GDPR 2016/679 (General Data Protection Regulation).**

Dear Sir/Madam,

The Ministry of Health, in its capacity of owner of the data provided by you in relation to the use of the public utility number 1500, activated on January 27 to answer questions from citizens relating the new Coronavirus SARS-CoV-2, wishes to inform you of the following:

- 1. Purpose of Treatment:** The purpose of the above-mentioned service is to provide information to citizens about the new Coronavirus SARS-CoV-2. The 1500 service is set up with a first level that provides information on rules of conduct, hygiene precautions to contain the spread of the virus and support to understanding the rules issued by the Government. If the request requires a more in-depth medical investigation, the call is forwarded to a second level of support, provided by health managers and cultural mediators in foreign languages. The data collected will be used for the sole purpose of tracking the needs of the citizens, providing answers and analysing the evolution of the contagion for epidemiological purposes.
  
- 2. Type of data:** the data collected are those provided during the call, particularly:
  - a) your age and area of residence and any additional personal and contact details, if helpful to provide an answer;
  - b) the type of information requested;
  - c) any detailed information provided that are useful to respond to your request
  
- 3. Data Processing:** the Ministry of Health carries out the following processing of the data provided, limited to what is necessary in order to achieve the purposes set out in point 1 of this information notice: collection, retention, consultation, processing, deletion and dissemination exclusively in anonymous and aggregate form. Your data are processed and stored within the information systems of the Ministry of Health, in accordance with the provisions contained in Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016
  
- 4. Subjects authorized to the above-mentioned processing of data:** the personal data you provide is processed exclusively by personnel exclusively appointed by the Data Controller. The Data Controller may make use of persons authorized to such processing, subject to their appointment as Data Processors, pursuant to art. 28 of GDPR 2016/679.
  
- 5. Data transmission:** the data collected will not be distributed or communicated to third parties or distributed, except in aggregate and anonymous form.



6. **Data retention:** the detailed data provided by you will be retained within the information systems of the Ministry of Health for one year after the end of the emergency. Any retention beyond this period may only take place in anonymous and aggregate form.
7. **Rights of the concerned party:** at any time, pursuant to Articles 15 to 22 of EU Regulation no. 2016/679, you may exercise the right to:
  - a) request confirmation of the existence of any personal data of your concern;
  - b) obtain information on the purposes of the processing, the categories of personal data and the recipients or categories of recipients to whom the personal data have been or will be communicated and, where possible, the period of retention;
  - c) obtain the deletion of your personal data if they are presented in non-aggregated form;
  - d) submit a complaint to a supervisory authority.

We inform you that you can exercise your rights by sending a written request to the post address of our Head Office: "Ministero della Salute - Direzione generale della comunicazione e dei rapporti europei ed internazionali - Lungotevere Ripa, n. 1 - 00153 Roma" or to the e-mail address: [direzionepersonale@sanita.it](mailto:direzionepersonale@sanita.it), or via PEC to [dgpob@postacert.sanita.it](mailto:dgpob@postacert.sanita.it). The Data Protection Officer can be contacted at the following e-mail address: [rpd@sanita.it](mailto:rpd@sanita.it).