PERSONAL DATA PROCESSING POLICY
ON CALL RECORDING AT THE CALL CENTRE OF THE UNIVERSITY OF CYPRUS

Data Processor - Objective – Legal Basis
Within the scope of its powers, the Rector’s Council (Meeting no. 24/2022, dated 21 July 2022) has decided that conversations between the person calling the University of Cyprus (hereinafter referred to as “UCY”) and the Call Centre (tel. 22894000) shall be recorded. The call recording aims at improving the quality of the services offered by UCY.

In achieving the above purpose, and by contacting UCY by telephone, you give your free consent to UCY, as the Data Processor (contact details Ms. Polina Votsi-Giannopoulou, Head of the Business Support Sector, email address: polina@ucy.ac.cy and telephone number: 22-894351), to collect and process your personal data, in accordance with the basic principles governing the legal framework for the protection of personal data (Regulation (EU) 2016/679 and Law No. 125(I)/2018), namely the principles of lawfulness, purpose limitation, transparency, data minimisation, accuracy, storage limitation, confidentiality, integrity, and accountability.

The University of Cyprus processes the personal data collected in accordance with the legal obligation under Regulation (EU) 2016/679. Specifically, according to Article 6. par. 1, (a): “the data subject has given consent to the processing of his or her personal data for one or more specific purposes”, and to Article 9. par. 2, (a): “the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject”.

Categories of Data:
The categories of Data involve the voice, which is recorded, as well as any other personal data provided by the Data Subjects themselves (e.g. name and surname, telephone number, position).

Source, Collection and Categories of Personal Data:
In achieving the above purpose and by contacting UCY by telephone, you give your free consent to UCY, as the Data Processor, to collect and process the above personal data concerning you. Your personal data is collected by the Call Centre of UCY. It should be clarified that only the conversation between the Data Subject and the Call Centre is recorded.

Recipients of the Data:
The personal data submitted through your phone call with UCY shall be stored by the Data Processor (see above).

Confidentiality and Security of Personal Data
Your personal data will remain secure during the period of its storage. For the security of personal data, technical and organisational measures are taken for its protection from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. Only the Data Processor shall have access to your personal data (see above).

Data Transmission
Data is not transmitted.

Data Storage
The data will be stored in the UCY infrastructure for a period of three (3) months.
Exercise of the Rights of Data Subjects:
In accordance with the legal framework for the protection of personal data, you have the following rights, which you may exercise at any time within the period of three (3) months during which your data will be stored:

Right of access (article 15 of the Regulation): You may request confirmation about the processing of your personal data, access to it, and other information.

Right to rectification (article 16 of the Regulation): You may request the rectification of inaccurate or incomplete data by contacting UCY.

Right to erasure (article 17 Regulation): You have the right to request the erasure of your data, under the conditions of Article 17 of the Regulation.

Right to restriction of processing (article 18 of the Regulation): You have the right to request the restriction of the processing of your data, in the cases provided for in Article 18 of the Regulation.

Right to object (article 21(1) of the Regulation): You have the right to object, at any time and on grounds relating to your particular situation, to the processing of personal data, in accordance with the provisions of Article 21(1) of the Regulation.

You may exercise the above rights and submit any request by contacting (a) Ms. Chryso Agapiou, Data Protection Officer of the University of Cyprus, (contact details: email address: dpo@ucy.ac.cy and telephone number: 22-894361) or (b) Ms. Polina Votsi-Giannopoulou, Head of the Business Support Sector, (contact details: email address: polina@ucy.ac.cy and telephone number: 22-894351)

In the event of unlawful processing of your personal data or violation of your personal data rights, you also reserve the right to lodge a complaint with the competent Supervisory Authority, namely the Commissioner for Personal Data Protection.

In addition, you have the right to withdraw your consent at any time, without prejudice to the lawfulness of processing based on consent before its withdrawal.