

## PRIVACY NOTICE FOR ITU USER ACCOUNTS

Last updated: 4 August 2023<sup>1</sup>

The International Telecommunication Union (“ITU”, “we”) is the UN specialized agency for information and telecommunication technologies -ICTs. As the data controller, ITU is responsible for the processing of personal data of ITU User Account holders (“you”) in accordance with the [UN Personal Data Protection and Privacy Principles of 2018](#). Anyone can create an ITU User Account, however specific conditions need to be fulfilled in case of affiliation with an ITU Member or for obtaining TIES [access](#).

**Categories of your personal data that are being collected:** ITU is collecting and further processing information about you (“Personal Data”) in relation to the creation of an ITU User Account. Such Personal Data include, for example, your name, username, email, job title, your status at ITU (e.g. Member State, Sector Member) and name and address of organization you represent. You may choose to provide additional Personal Data at a later stage for your participation in specific events/meetings of ITU.

**Why is your Personal Data collected and how is it used:** ITU collects and further processes your Personal Data for the purpose of (i) creating and maintaining your ITU User Account,

which allows you, for example, to register for ITU events, subscribe to ITU mailing lists and/or request [TIES access](#) to access certain ITU resources, such as ITU documentation. We need to use your Personal Data for these purposes to allow us to manage your ITU account. If you do not provide your Personal Data to us for these purposes, we will not be able to create an ITU User Account for you, (ii) ITU administration requirements, such as fulfilling compliance obligations/procedures, conducting audits, ensuring protection of ITU’s interests, and operating in accordance with ITU’s regulations and rules, administrative issuances, policies and procedures. This may concern consulting attendance lists and contact information, for example. We need to use your personal data for these purposes in order to comply with ITU’s internal regulations and rules, administrative issuances, policies and procedures as well as potential legal obligations. You will only receive emails from us on matters concerning your ITU User Account (e.g. creation, maintenance, continuity), unless you register for a specific ITU event, you subscribe to ITU mailing lists or unless you request TIES access, for which you may be receiving additional related communications.

**Who has access to your Personal Data:** ITU personnel carrying out tasks related to the purposes mentioned under (i)-(ii) has access to and processes your Personal Data for ITU. Such personnel is subject to the obligation of confidentiality. Outside of ITU,

your Personal Data may be shared with entities engaged by us as subcontractors who provide us with services related to the management/maintenance of the ITU User Accounts (e.g. IT service providers) or assist ITU in its internal administration for the fulfilment of the purposes mentioned under (i)-(ii) above. Such entities typically process Personal Data on our behalf and in accordance with our instructions. In case you have obtained TIES access, some of your Personal Data (first and last name, job title, name of organization you represent) are visible to all other User Account holders with TIES access to allow for cooperation and contacts between the different ITU Account holders with TIES access in the context of ITU. If you are an ITU or TIES Focal Point, your email address will also be visible to other TIES access Users.

**How do we keep your Personal Data secure:** We take precautions and measures to maintain the security and confidentiality of your Personal Data. These include putting in place appropriate organizational, administrative and physical safeguards and procedures to protect your Personal Data, including against or from unauthorized or accidental access, damage, loss or other risks associated with its processing. We periodically test such safeguards and procedures to validate their effectiveness. Prior to sharing your Personal Data with third parties (as described above), we satisfy

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<sup>1</sup> ITU may revise this notice from time to time. The date at the top shows when it was last updated.

ourselves that such parties afford appropriate protection with respect to the processing of personal information.

**How long is your Personal Data kept by ITU:** ITU will keep your Personal Data for the purposes (i)-(ii) mentioned above for the period which is deemed necessary for those purposes to be fulfilled (e.g. to maintain your ITU User account). As soon as your Personal Data are no longer necessary for these purposes, your Personal Data will be deleted, archived or anonymized without undue delay (whenever technically feasible and provided it is within ITU's control).

**What requests can you make in relation to your Personal Data:** We do our utmost to ensure that you maintain full access to and control of your Personal Data. You can easily access and modify most of your Personal Data to ensure their accuracy by logging in your ITU User Account. In the same space you may be able, depending on your organization membership status with ITU, to, for example, request TIES access and subsequently subscribe to TIES notifications. You can request for information about how we process your Personal Data. You can also request to access your Personal Data as well as verify and update them, in case they are reflected in the ITU records as inaccurate or incomplete. You can also object to the processing of your Personal Data and you can request for your personal data to be deleted, archived or anonymized. To have your External User Account deactivated please contact [servicedesk@itu.int](mailto:servicedesk@itu.int)

When you make any request about your Personal Data, we will need to verify your identity and assess your request. We may not always be able to accommodate your request because, for example, of reasons of public interest, safety, security or compliance with ITU's internal or contractual requirements. We will in any case inform you as soon as possible on the outcome of your request.

If you have any questions, requests or concerns about this notice please contact [servicedesk@itu.int](mailto:servicedesk@itu.int).

**Privileges and Immunities:** Nothing contained in or relating to this Notice shall be deemed or construed as a limitation or a waiver, whether express or implied, of any of the privileges, immunities and other facilities which ITU or any of its officials enjoys by virtue of the international treaties and national laws applicable to ITU.