

# PROCEDURE 22

## UPDATE OF AUTHORIZED MOBILE PHONE NUMBER

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# Index

1.	Overview .....	2
2.	Documents to provide.....	3
3.	Authentication of documents .....	4
4.	How to send the documents .....	5
	<i>Acknowledgement of the information on personal data processing .....</i>	<i>6</i>

# 1. OVERVIEW

The use of a mobile phone number is required when connecting to the Union Registry and when signing transactions or specific processes, since both actions are completed by entering an OTP (one time password) sent to your mobile phone.

Although you may register more than one mobile phone number in your EU Login account, *only one number at a time is authorized* for access and signing. If you try to log-in with another of your numbers the system will prevent access, however it will allow you to send a request to the national administrator to have your authorized number changed.

The national administrator will approve your request after checking the documents you will send by e-mail along with the on-line request.

**If you intend to request the update of the authorized mobile phone number you need to:**

1. Send the **on-line request** by following the indications you may find in the video-tutorial **Update of authorized mobile phone number**;
2. Send to the national administrator the **documents** as specified in the following pages.

On-line requests that are not supported by the relevant documents will be cancelled *after 30 days* and the user will have to submit another on-line request. Same goes when the user only sends documents but does not perform any on-line request through the Registry.

## **IMPORTANT!!!!**

If you registered only one mobile phone number in your EU Login account and such number is not available anymore for any reason, it will not be possible to update it by following this procedure. Please contact the helpdesk who will provide guidance to register a new number.

For any further request of support or clarification, please write to:

[info.registro-et@isprambiente.it](mailto:info.registro-et@isprambiente.it)

## 2. DOCUMENTS TO PROVIDE

To request the update of the authorized mobile phone number, after completing the online request the account representative (AR or AAR or read-only) has to provide of the following documents:

List of requested documents		Check *
1	<p><b>Signed statement</b> where the user clearly express the will to update the mobile phone number authorized for logging into the Union Registry and signing transactions.</p> <p>The <b>minimum content</b> of such statement is provided at the bottom of this list.</p>	<input type="checkbox"/>
2	<p><b>Evidence to support the identity</b> of the user requesting the update which can be a copy of one of the following documents:</p> <p>(a) an identity card issued by a state that is a member of the European Economic Area or the Organisation for Economic Cooperation and Development;</p> <p>(b) a passport.</p>	<input type="checkbox"/>
3	<p>Written confirmation of <b>acknowledgement of the information</b> on personal data processing signed by the user (available at pag. <a href="#">6</a>).</p>	<input type="checkbox"/>

\* tick for a preliminary check of completeness

**Minimum content of the request**

I the undersigned, <NAME AND SURNAME>, with URID <INSERT THE URID>

**hereby state**

that I intend to use the following mobile phone number <+xx xxxxxxxxxxxx > to access the Union Registry and to sign transactions.

Place, date

Signature

**PLEASE NOTE** – in case you need to retrieve your URID, log into the Registry: the URID is displayed in the menu on the left, at the top, under your name.

If the documentation is **correct and complete**, the national administrator will approve the update of your authorized mobile phone number within **15 working days** of the receipt of such documentation.

### 3. AUTHENTICATION OF DOCUMENTS

As provided in Commission Regulation (EU) n. 389/2013 Annex VIII.6, any copy of a document submitted as evidence (**points 2**) must be certified as a true copy by a notary public or other Public officer (e.g. employees of Municipalities, clerks at the Court or other heads of administrative proceedings).

*N.B. references of the public notary/legalization office must be visible on the copy or be attached to the documentation. The date of certification or legalization cannot be more than **three months** prior to the date of the request.*

As regards documents issued **outside the European Union**, the copies must be legalized by Italian diplomatic-consular representations abroad (\*).

*(\* In countries that have signed the Hague Convention concerning the abolition of legalization of foreign public acts, the legalization of acts and documents issued by foreign authorities is replaced by the affixing of the "postilla" (or apostille). Therefore, a person from one of these countries can go to the competent internal authority designated by each state (normally this is the Ministry of Foreign Affairs) to obtain the affixing of the apostille on the document.*

Copies of documents submitted as evidence shall be in Italian, English, French or Spanish. If the original copy is in another language it shall be accompanied by a certified translation to Italian (the translation must bear the stamp "certified translation").

## 4. HOW TO SEND THE DOCUMENTS

In order to have your authorized mobile phone number updated, please send the aforementioned documentation following the instructions below:

- 1) copy all documents **in electronic format** (scanned paper documents) into a folder with your name
- 2) zip the folder (in format like “.zip”, “.rar”, “.7”).
- 3) **DIGITALLY SIGN** the zipped folder (on the website <http://www.digitpa.gov.it/firma-digitale/certificatori-accreditati> you'll find the list of persons authorized for the provision of digital signature)
- 4) Send the “.p7m” file to:

[doc.registro-et@isprambiente.it](mailto:doc.registro-et@isprambiente.it)

and in CC to: [protocollo.ispra@ispra.legalmail.it](mailto:protocollo.ispra@ispra.legalmail.it)

**IMPORTANT!!!!** To ensure documentation is correctly processed and archived, make sure you specify **BOTH E-MAIL ADDRESSES** and that the subject of the e-mail is as following:

**REGISTRO ETS – authorized number update**

*Please note that the above addresses are only for receiving documents; please do not use them to write for support, whereas you may use [info.registro-et@isprambiente.it](mailto:info.registro-et@isprambiente.it)*

## *Acknowledgement of the information on personal data processing*

I, the undersigned, hereby declare that I have read and understood the information below concerning the processing of personal data pursuant to art. 13 of EU Regulation 2016/679.

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*Place and date*

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*Name and surname*

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*Declarant's signature*

### **Information on the processing of personal data pursuant to art. 13 of EU Regulation 2016/679 for users of the Italian section of the Union Registry**

#### **1. WHY THIS INFORMATION**

By providing the following information we wish to offer a clear and transparent view of the personal data collected and processed by the Italian Institute for Environmental Protection and Research for the purpose of managing the users of the Italian section of the Union Registry and its related Services, according to the provisions of EU Regulation 2013/389 and, in compliance with the General Regulation on the Protection of Personal Data 2016/679 (hereinafter, "GDPR" or "Regulation"), which applies in all Member States of the European Union as of the 25<sup>th</sup> May 2018. In particular, the parties concerned by data processing are natural persons, specifically the representatives designated by the account holder, who submit their personal data and those of the account holder (in case the account holder is a natural person) in order to complete the online registration application for the aforementioned Registry and its related Services.

#### **2. THE DATA CONTROLLER**

The data controller is the Italian Institute for Environmental Protection and Research –Ispra, a national public research body subject to the supervision of the Ministry for the Environment, Land and Sea, with its legal head office at Via Vitaliano Brancati, 48 - 00144 Rome. You can contact the data processor by writing to the address above or by sending an e-mail to the following e-mail address: [urp.ispra@ispra.legalmail.it](mailto:urp.ispra@ispra.legalmail.it), or, by contacting the switchboard: 06.50071.

#### **3. DATA PROTECTION OFFICER**

The Data Protection Officer is the person, designated by Ispra, who you may contact for all matters related to the processing of your personal data and the exercise of related rights, in the following ways:

- by mail, sending a registered letter with return receipt to the address: ISPRA - Via Vitaliano Brancati, 48 - 00144 Rome (Italy) to the attention of the Data Protection Officer;

- by certified e-mail (PEC), to the institutional address [protocollo.ispra@ispra.legalmail.it](mailto:protocollo.ispra@ispra.legalmail.it) and in cc to [rp@isprambiente.it](mailto:rp@isprambiente.it) attaching the dedicated form that can be downloaded in the section on Privacy of the institutional website at the following link:

[http://www.isprambiente.gov.it/files2018/privacy/MODELLO\\_esercizio\\_diritti\\_in\\_materia\\_di\\_protezione\\_dati\\_personali\\_SM.pdf](http://www.isprambiente.gov.it/files2018/privacy/MODELLO_esercizio_diritti_in_materia_di_protezione_dati_personali_SM.pdf)

#### **4. LEGAL BASIS OF DATA PROCESSING**

According to art. 6 of GDPR, the conditions of lawfulness for the processing of your personal data are as follows:

- Processing is necessary for compliance with a legal obligation to which the controller is subject (Article 6, paragraph 1, letter c of the GDPR). The legal obligations are those deriving from the EU Regulation 389/2013 and from Legislative Decree 30/2013: specifically, the management of the data transmitted through the online registration process in the Italian part of the Union Registry and the data in the documents eventually transmitted to request the association of the user to an account, as well as the update the user data;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (Article 6, paragraph 1, letter e of the GDPR). In particular, the institutional tasks for the administration of the Italian part of the Union Registry resulting from the enforcement of EU Regulation 389/2013 and Legislative Decree 30/2013.

#### **5. TYPES OF DATA PROCESSED AND PURPOSE OF THE PROCESSING**

The personal data processed in the context of user registration and management, as explained in paragraphs 1 and 4, are common data entered in the online application form during the registration process in the Italian section of the Union Registry and/or transmitted later, within the documents requested in the procedures set up by the Registry administrator (for example: personal data relating to the residence and identity, contact details), as well as special categories of data pursuant to Article 10 of the GDPR (judicial data related to criminal convictions), necessary for the fulfillment of the legal investigations relating to the integrity requirements (criminal records).

Common data of natural persons may also be processed, although not referring to users of the Registry but transmitted as part of the documents requested in the procedures related to user management (for example contact details of any person listed in the certificate of incorporation). The provision of such data is required to approve the registration process, to enroll the user in the Registry and eventually update the user data when needed; therefore, failure to provide such data will preclude the registration and enrollment in the Italian part of the Union Registry and its services. Once your user profile has been created and enrolled, Ispra may process your personal data also for purposes of scientific research and archiving in the public interest.

## 6. METHOD OF PROCESSING

Ispra, as Data Controller, collects your personal data (and those of other persons indicated in the documents requested, including the contact person of the account holder) directly, through the acquisition of the online application form for the registration in the Italian part of the Union Registry and through the acquisition of the documents requested for appointing the user to an account or for updating user data.

The processing of your personal data is carried out, both on paper and electronically, with the following activities: collection, registration, organization, structuring, storage, consultation, adaptation or modification, use, internal communication, extraction, comparison, interconnection, limitation, cancellation and destruction of data.

In any case, we process your personal data in compliance with the principles of lawfulness and fairness pursuant to art. 5 of the GDPR and we always operate in such a way as to guarantee the confidentiality and security of information.

We are also committed to ensure that the information and data collected and used are adequate, relevant and stored for the time necessary to achieve the treatment purposes described above, and that your personal data are processed in a manner that guarantees their security, through adequate and effective technical and organizational measures implemented by the Data Controller, in compliance with the principle of Accountability prescribed by GDPR, which avoid the risk of loss, unauthorized access, illicit use and dissemination.

## 7. RECIPIENTS OF DATA

The personal data collected as a result of this procedure are processed exclusively by the staff of the Unit of ISPRA responsible for the administration of the Italian Registry for Emissions Trading (who has been previously authorized and trained by the Institute regarding the purposes and methods of processing) and could possibly be communicated to third parties for the fulfillment of legal obligations related to the procedure.

In particular, the subjects or categories of subjects (natural persons or legal persons, supervisory authorities) to whom your data will be or could be communicated are:

- a) the Judicial Authority;
- b) Finance Police -Tax Police Unit;
- c) Customs Agency;
- d) National Committee for the management of Directive 2003/87/EC;
- e) European Commission;
- f) Other European Registry administrators.

## 8. RIGHTS OF INTERESTED PARTIES

Register users, as "data subject" have the right to obtain from Ispra, in the provided cases: access to their personal data, rectification, deletion or limitation of the processing or to oppose the processing (articles 15 and subsequent of GDPR). [The specific request](#) for the exercise of the rights related to the processing of personal data is presented to the Data Protection Officer of the Institute in the following ways:

- by mail, sending a registered letter with return receipt to the address: ISPRA - Via Vitaliano Brancati, 48 - 00144 Rome (Italy) to the attention of the Data Protection Officer;

- by certified e-mail (PEC), to the institutional address [protocollo.ispra@ispra.legalmail.it](mailto:protocollo.ispra@ispra.legalmail.it) and in cc to [rp@isprambiente.it](mailto:rp@isprambiente.it) attaching the dedicated form that can be downloaded in the section on Privacy of the institutional website at the following link:

[http://www.isprambiente.gov.it/files2018/privacy/MODELLO\\_esercizio\\_diritti\\_in\\_materia\\_di\\_protezione\\_dati\\_personali\\_SM.pdf](http://www.isprambiente.gov.it/files2018/privacy/MODELLO_esercizio_diritti_in_materia_di_protezione_dati_personali_SM.pdf)

With specific reference to the right to rectify your personal and contact data, you shall in any case follow the procedures for updating data indicated by the Registry administrator.

The exercise of rights as data subject is free of charge pursuant to Article 12 of the GDPR, except in the case of manifestly unfounded or excessive character of the request to which paragraph 5 of the same article applies. Participants who believe that the processing of personal data referring to them is in violation of the provisions of the Regulation have the right to lodge a complaint with the supervisory authority, as required by art. 77 of the same Regulation, or to refer to the appropriate judicial Courts (art. 79 of the GDPR).