



eiopa

European Insurance and  
Occupational Pensions Authority

# Handbook for Visitors

## Address

Westhafen Tower  
Westhafenplatz 1  
60327 Frankfurt am Main / Germany

## Contact

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# Travelling to EIOPA

The European Insurance and Occupational Pensions Authority (EIOPA) is based at "Westhafen Tower" (Westhafenplatz 1, 60327 Frankfurt am Main), a 28-floor skyscraper located close to Frankfurt Central Station.

## From Frankfurt International Airport

**By public transport:** Regional train S8 or S9 in the direction of "Hanau" or "Offenbach" go to Frankfurt Central Station ("Hauptbahnhof", 3<sup>rd</sup> stop). The journey takes approximately 11 minutes and costs € 5.10 for a single ticket and € 9.95 for a day return ticket.

Information about Frankfurt public transport, incl. timetables, is available on the following website: <http://www.rmv.de/en/>.

To buy a ticket at the ticket machines at the airport:

- o For a single ticket *from the airport to Frankfurt* press the button "Frankfurt Einzelfahrt" on the touch screen.
- o For a single ticket *from Frankfurt to the airport* press the button "Frankfurt Flughafen Einzelfahrt" on the touch screen.

Please note the tickets have to be purchased before boarding.

**By taxi:** Taxis are available at every exit of the airport and cost approximately € 25 EUR to Westhafen Tower. The journey takes 15-20 minutes.

**By Uber:** Uber has been operating in Frankfurt since April 2019. The rates, which can be booked via the application, are usually more economical than taxis.

## Arrival and visitor registration

### Arrival at Westhafen Tower

Upon entry, the Front Office team will welcome you at the ground level. Please announce you are visiting EIOPA and proceed directly to the 28th floor, irrespective of your final meeting location.

A valid identity document (passport or ID card with a picture) will be needed for registration purposes.

## Hotels around Westhafen Tower

Since 2018, hotels charge tourists a levy for each night spent in Frankfurt. **Business travellers do not have to pay the tourism tax** as long as they enter the name and address of their employer in the hotel's registration form, confirming that their stay is of a business nature. Further details can be found here:

[https://www.frankfurt.de/sixcms/media.php/738/Information\\_about\\_the\\_tourist\\_contribution.pdf](https://www.frankfurt.de/sixcms/media.php/738/Information_about_the_tourist_contribution.pdf)

Discount rates may be available for certain hotels in the vicinity of EIOPA, as listed in the table below. Please be aware that hotel rates in Frankfurt can vary strongly during fair and exhibition periods and that discounts may not always apply.

Hotel	How to make use of the EIOPA discount
<b>Bristol Hotel</b>	Use reference "EIOPA" during booking via e-mail or phone.
<b>Favored Hotel Plaza</b> <b>Favored Hotel Domicil</b>	Use reference "EIOPA" during booking via e-mail, phone or fax.
<b>Ibis Hotel Frankfurt Centrum</b>	
<b>InterCity Hotel</b>	Use reference "CINKQR" during booking via website, e-mail or phone.
<b>Mercure Hotel Kaiserhof Frankfurt City Center</b>	Use reference "EIOPA" during booking via e-mail or phone.
<b>Roomers Frankfurt</b>	Use reference "EIOPA" during booking via e-mail or phone.
<b>Scandic Hotel</b>	Use customer ID "D000043953" during booking via website, e-mail or phone.

## Restaurants around Westhafen Tower

### **L'Osteria**

Speicherstraße 1, Tel: +49 69 2424 7020

### **Frankfurter Botschaft**

Westhafenplatz 6-8, Tel: +49 69 2400 4899

### **CRON am Hafen Restaurant & Vinothek**

Speicherstraße 39-45,

Tel: +496924009933

### **Chamäleon Bar & Restaurant**

Speicherstraße 49-51, Tel: 069 27135550

### **Persia**

Esslinger Straße 11, Tel: +49 69 242 486 90

### **Blackberries Coffee**

Schleusenstraße 7

## Other services around Westhafen Tower

### Pharmacy

#### **Blücher Apotheke**

Gutleutstraße 102, Tel. +49 69 23 17 02, [www.bluecherapotheker.de](http://www.bluecherapotheker.de)

### Supermarket including bakery

#### **REWE**

Speicherstraße 44

Mon-Sat 07.00 a.m. – 10.00 p.m.

### Dry cleaning service

#### **City Clean**

Speicherstraße 3, Tel: +49 69 4107 7271

# Privacy statement related to the physical access control for visitors

## Introduction

1. EIOPA, as a European Authority, is committed to protect individuals with regard to the processing of their personal data in accordance with Regulation (EU) No 2018/1725 (further referred as the Regulation).<sup>1</sup>

## Controller of the data processing

2. The controller responsible for processing your data is EIOPA's Executive Director.
3. Address and email address of the controller:  
Westhafenplatz 1, 60327 Frankfurt am Main, Germany  
fausto.parente@eiopa.europa.eu

## Contact details of EIOPA's Data Protection Officer

4. Westhafenplatz 1, 60327 Frankfurt am Main, Germany  
dpo@eiopa.europa.eu

## Purpose of processing your personal data

5. EIOPA collects certain personal information of individual visitors and visitor groups for: a) security purposes, to control access to EIOPA's premises/car park and to ensure the safety of its personnel and guests; and b) statistical purposes, to collect anonymised data on visitors numbers, participation rates in different types of meetings/events, representation rates of different organisations/entities, country representation, and aggregated and average travel distances.
6. Your data will not be used for any purposes other than the performance of the activities specified above. Otherwise you will be informed accordingly.

## Legal basis and lawfulness of processing

7. EIOPA Security Policy (EIOPA/POL/LSO/35) complemented by Commission Decision 2001/844/EC, ECSC, Euratom of 29 November 2001 amending its internal Rules of Procedure.

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<sup>1</sup> Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC

In accordance with Article 5(a) Regulation 2018/1725:

Processing is necessary for the performance of a task carried out in the public interest on the basis of the EU treaties – namely physical protection of EIOPA staff, information and assets, safety conditions (including evacuation and emergency situations), visitors and access control to EIOPA premises.

### **Personal data collected**

8. The data collected is restricted to visitor identification data, i.e. the ones appearing in identification documents including names of the data subjects, name of the employer or institution/entity represented (if applicable), vehicle licence plate numbers (if applicable), origin of travel route to EIOPA (if applicable), and general information concerning the visit, such as the name of the meeting/event, the name of the EIOPA staff visited, the expected date and time of arrival and departure.

### **Recipients of your personal data**

9. Access to the data collected is restricted to staff assigned to EIOPA's Corporate Services Team (which includes facility managers, meeting assistants, and event coordinators), EIOPA's Security Officer, as well as selected consierge and security personnel of the Westhafen Tower operator MANN Management GmbH and personnel of EIOPA's reception services provider.
10. No personal data is transferred to parties other than those listed above.

### **Transfer of personal data to a third country or international organisation**

11. No personal data is transferred to a third country or international organisation.

### **Retention period**

12. Personal data will be retained up to three month by EIOPA's reception, at which point any attributable information, such as names and vehicle licence plate numbers which would allow the identification of individual persons, will be deleted. Only aggregated data on total visitor numbers, participation rates in different types of meetings/events, representation rates of different organisations/entities, country representation, travel distances, and similar will be retained for statistical purposes.
13. Any visitor records provided to the consierge and security service of the Westhafen Tower operator MANN Management GmbH will be destroyed one working day after the day of visit.

## Profiling

14. No profiling or automated processing of personal data is taking place.

## Your rights

15. You have the right to access your personal data, receive a copy of them in a structured and machine-readable format or have them directly transmitted to another controller, as well as request their rectification or update in case they are not accurate.
16. For security reasons, please note that your right to request the erasure of your personal data, as well as your right to object to or obtain the restriction of their processing will be restricted, in accordance to EIOPA's Management Board decision adopting internal rules concerning restrictions of certain rights of data subjects (EIOPA-19-056).
17. Should you wish to access/delete your personal data, or receive a copy of them/have it transmitted to another controllertheir processing, please contact the EIOPA reception ([reception@eiopa.europa.eu](mailto:reception@eiopa.europa.eu)).

For the protection of your privacy and security, every reasonable step shall be taken to ensure that your identity is verified before granting access.

18. Any complaint concerning the processing of your personal data can be addressed to EIOPA's Data Protection Officer ([DPO@eiopa.europa.eu](mailto:DPO@eiopa.europa.eu)). Alternatively you can also have at any time recourse to the **European Data Protection Supervisor** ([www.edps.europa.eu](http://www.edps.europa.eu)).