



# CALL FOR EXPRESSION OF INTEREST FOR TEMPORARY AGENTS (TA/AD6)

## CYBERSECURITY EXPERTS (TA/AD6) REF. ENISA-TA-AD-2024-05

Type of contract	Temporary Agent
Function Group and grade	AD6
Duration of contract	4 years
Area	Cybersecurity operational activities
Place of Employment	Athens, Greece
Probation period	9 months
Reserve list	31/12/2027
Deadline for applications	14/08/2024 at 23:59:59 hrs EET (CET <sup>1</sup> +1)

The European Union Agency for Cybersecurity (ENISA) opens this call to invite candidates who are interested in a career in cybersecurity and who like to boost their career to apply and contribute to the task of the Agency to enhance the overall level of cybersecurity within the European Union. You will support Member States and stakeholders of the Agency in bringing cybersecurity to the next level, working closely with your colleagues, the European Commission and other EU Agencies and institutions. You will work in a highly dynamic environment, you speak your languages, contribute to working groups and conferences, are flexible in mindset and you have a true passion for high quality cybersecurity services. Successful candidates will be placed on a reserve list that will be used by all operational units within the Agency to engage new staff for available posts. The operational activities of the units are outlined in the in the Single Programming Document (SPD 2025-2027).

## 1. THE AGENCY

ENISA's mission is to achieve a high common level of cybersecurity across the Union, by actively supporting Member States, European Union institutions, industry, academia and EU citizens<sup>2</sup>.

ENISA contributes to policy monitoring, development and implementation, supports capacity building and preparedness, enables operational cooperation and situational awareness at Union level, enhances the trustworthiness of ICT products, services and processes by rolling out cybersecurity certification schemes, enables knowledge sharing, research, innovation and awareness raising, whilst developing cross-border communities and synergies.

<sup>1</sup> Central European Time Zone.

<sup>2</sup> Regulation (EU) 2019/881 - Cybersecurity Act: <http://data.europa.eu/eli/reg/2019/881/oj>



ENISA is located in Athens, Greece (the Agency's official seat) with a Local Office in Brussels, Belgium.

More information about ENISA is available on the ENISA website: <https://www.enisa.europa.eu/>

## 2. THE JOB

ENISA's aim is to generate a comprehensive reserve list of professionals who have multiple and/or specific expertise and skills which can contribute fulfilling the current and forthcoming tasks of the Agency and help the Agency to fulfil its mandate. We seek talent for all operational units that will cater for the Agency's varied staffing needs of units as they arise. This reserve list will serve as a pool of successful candidates with proven broad range of skills and competences. The tasks and responsibilities of the job holder(s) will be in line with the ENISA's tasks and activities and may vary depending on the Agency's needs.

The Agency's current and forthcoming key operational responsibilities and tasks which would underpin any specific job assignments; are outlined in the following Union legal acts (list not exhaustive):

**Cybersecurity Act - REGULATION (EU) 2019/881**

(<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32019R0881>)

**NIS2 directive on measures for a high common level of cybersecurity across the Union - DIRECTIVE**

(EU) 2022/2555 (<https://eur-lex.europa.eu/eli/dir/2022/2555>)

**[FORTHCOMING] Cyber Resilience Act - Regulation on horizontal cybersecurity requirements for products with digital elements - REGULATION (EU) 2024/XXXX**

([https://www.europarl.europa.eu/doceo/document/TA-9-2024-0130\\_EN.html](https://www.europarl.europa.eu/doceo/document/TA-9-2024-0130_EN.html))

**[FORTHCOMING] Cyber Solidarity Act - Regulation of the European Parliament and of the Council laying down measures to strengthen solidarity and capacities in the Union to detect, prepare for and respond to cybersecurity threats and incidents - REGULATION (EU) 2024/XXXX**

([https://www.europarl.europa.eu/doceo/document/TA-9-2024-0355\\_EN.pdf](https://www.europarl.europa.eu/doceo/document/TA-9-2024-0355_EN.pdf))

## 3. QUALIFICATIONS AND EXPERIENCE REQUIRED<sup>3</sup>

### 3.1 ELIGIBILITY CRITERIA

- Be a national of one of the Member States of the European Union<sup>4</sup>;
- Be entitled to his/her full rights as a citizen<sup>5</sup>;
- Have fulfilled any obligations imposed by the applicable laws concerning military service;
- Produce appropriate character references as to his or her suitability for the performance of the duties;
- Be physically fit to perform the duties linked to the post<sup>6</sup>;

<sup>3</sup> Candidates must satisfy ALL the eligibility criteria on the closing date of the application. In the event that you do not fulfil all the eligibility criteria, your application will not be further assessed. Candidates should assess and check before submitting their application whether they fulfil all the requirements as specified in the vacancy notice. Please include in the application form only professional experience and academic qualifications for which you hold supporting documents. Candidates must be able to provide supporting documents clearly showing duration and nature of experience upon request.

<sup>4</sup> It should be noted that due to the withdrawal of the United Kingdom from the European Union on the 31/01/2020, British nationals who do not hold the nationality of another European Union member state, are not eligible for applications at ENISA due to the fact that they do not fulfil the requirements of Article 12.2 of the Conditions of Employment of Other Servants, namely that they do not hold the nationality of an EU Member State.

<sup>5</sup> Prior to the appointment, the successful candidate will be asked to provide a certificate issued by a competent Member State Authority attesting the absence of any criminal record.

<sup>6</sup> Before appointment, the successful candidate shall be medically examined in line with the requirement of Article 28(e) of the Staff Regulations of Officials of the European Communities.

- A level of education which corresponds to completed university studies of at least three years attested by a diploma<sup>7</sup> OR professional training<sup>8</sup> of an equivalent level with at least 3 years of relevant professional experience, OR proven knowledge and skills corresponding to profiles of ECSF<sup>9</sup> ;
- In addition to the above, in total at least three years of proven full-time professional experience<sup>10</sup> relevant to the duties concerned or relevant to the operational mandate and tasks of ENISA after the award of the university degree;
- Thorough knowledge of one of the official languages of the European Union (at C1 level) and a satisfactory knowledge of another official European language of the Union (at B2 level) to the extent necessary for the performance of his/her duties<sup>11</sup>.

### 3.2 SELECTION CRITERIA

Only eligible candidates who fulfil the above eligibility criteria will be further assessed by the Selection Board against the selection criteria solely based on the information provided by the candidates and the talent screening questions provided in the application form. Candidates must provide concrete results and/or actions they undertook in demonstrating the below criteria and their relevant competencies in their application form.

Candidate(s) will be assessed in the selection procedure on the basis of their proficiency in **ENISA's core competences** which is available in table 2 [here](#), their **skills and knowledge** and **personal qualities**. Candidates must demonstrate with concrete examples in their application how they possess these requirements at required level and will be assessed on the following:

#### Required competences:

- **cybersecurity technical competence** at the 'foundation' proficiency level or higher;
- ability to quickly develop to the 'foundation' proficiency level or higher for **networking and community development**;
- ability to **collect, analyse and report information** at the 'foundation' proficiency level or higher;
- ability to quickly develop to the 'foundation' proficiency level or higher for **policy advising**;
- **communication competence** at least at the 'foundation' proficiency level or higher.

#### Skills and knowledge:

- relevant expertise, skills and knowledge in one or several current or forthcoming operational tasks of ENISA indicated under section 2;
- understanding of cybersecurity objectives and main stakeholders relevant to organizational mandate;

#### Personal qualities:

- Ability to manage projects independently and make autonomous decisions;
- Ability to foster ownership, commitment, and cooperation to achieve common objectives;
- Capability to drive change and innovation by proactively identifying areas for improvement and synergies;

<sup>7</sup> Only diplomas issued by EU Member State authorities and diplomas recognised as equivalent by the relevant EU Member State bodies are accepted. If the main studies took place outside the European Union, the candidate's qualification must have been recognised by a body delegated officially for the purpose by one of the European Union Member States (such as a national Ministry of Education) and a document attesting so must be submitted if you have been invited for an interview. This will enable the selection board to assess accurately the level of the qualifications. For diplomas awarded in the UK diplomas awarded until 31/12/2020 are accepted without further recognition. For diplomas awarded after this date (from 01/01/2021), a NARIC recognition is required: <https://www.enic-naric.net/>. Candidates must meet this requirement on the closing date of application.

<sup>8</sup> Professional training certification such as but not limited to: Microsoft Technology Associate, Microsoft Certified Solutions Associate, MCSA, Windows Server 2012, ITIL, COBIT, PMP, Prince2, Scrum Master, CISSP, SCCP, ISO27001, CISA, CISM, SANS trainings, ISACA trainings, CEH.

<sup>9</sup> [European Cybersecurity Skills Framework Role Profiles — ENISA \(europa.eu\)](#)

<sup>10</sup> Professional experience connected with the Agency's areas of activities and for which you can provide verification of the period worked shall be taken into account. The professional experience is counted from the date of completion of the required diploma indicated in eligibility criteria and if it is on a paid basis (including internship/traineeship). PhD may be counted as professional experience if the candidate received a salary/study grant during the period of the PhD studies. The maximum duration counted for a PhD is three years provided that the PhD has been successfully concluded by the closing date for applications of the selection procedure. Hence, it is important that the start and end dates of the professional experience and whether is full time or part time workload (by outlining the percentage) should be indicated in the curriculum vitae. Any given period of professional experience shall be counted only once. Part-time periods will be calculated pro rata. Compulsory military service shall be taken into consideration as professional experience if the official documentation is provided.

<sup>11</sup> Please note that the minimum levels required above must apply to each linguistic ability (speaking, writing, reading and listening). You must have knowledge of at least two official EU languages: language 1 at minimum C1 level (thorough knowledge) and language 2 at minimum B2 level (satisfactory knowledge). These abilities reflect the Common European Framework of Reference for Languages <https://europass.cedefop.europa.eu/resources/european-language-levels-cefr>. The official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, and Swedish.

- Ability to work effectively under pressure and manage multiple tasks within deadlines;
- Aptitude for working in a multidisciplinary, multicultural, and fast-paced environment.
- Ability to abide to the Agency's core values indicated in table 1 [here](#).

## 4. SELECTION PROCEDURE

A Selection Board is appointed and its mandate and working parameters are set by ENISA Executive Director. The name of the Selection Board members (and/or observers if applicable) are published on the ENISA website once established. It is strictly forbidden for the candidates to contact any member of the Selection Board, either directly or indirectly. Any infringement to this rule will disqualify the candidate from the competition.

**The selection procedure comprises of three consecutive phases:**

### 4.1 PHASE 1 – PREPARATORY PHASE & SCREENING OF APPLICATIONS

Each Selection Board member (including the observer) signs a declaration with regard to confidentiality. The Selection Board's work and deliberations are bound by the principle of confidentiality as per Article 6 of Annex III of Staff Regulations. The Selection Board adheres strictly to the conditions of laid down in the vacancy notice.

Before having access to candidates' applications, the Selection Board shall clarify the assessment methodology under the working parameters set by the Executive Director for each stage of the selection process: expected indicators and marks on how candidates' applications will be assessed, interview and written test questions and duration, expected indicators for the respective assessments.

Once having the access to applications, the members of the Selection Board fill in a declaration with reference to conflict of interest and confirm that they have no conflict of interest or bias whatsoever with regard to the individual candidates.

All applications received are verified against the eligibility criteria set in the vacancy notice.

### 4.2 PHASE 2 - EVALUATION OF APPLICATIONS

Only eligible candidates will be further assessed by the Selection Board against the selection criteria outlined in the vacancy. Candidates admitted to a previous selection procedure will not be automatically eligible.

The selection process will be based on assessment of candidates' merits against the criteria outlined in the vacancy. Therefore, candidates are recommended to give evidence of their knowledge, professional experience by specific examples and/or detailed professional experience, specific skills, knowledge and competencies in their application, in order to be evaluated in the best possible way. Selection will be made solely on the basis of the candidate's information provided in the application.

The Selection Board will carry out an objective assessment of the candidates' merits. Should the Selection Board discover at any stage in the procedure that the candidate does not meet one or more of the general or special conditions for admission to the selection procedure or that the information on the application form does not correspond with the supporting documents, the candidate will be disqualified.

### 4.3 PHASE 3 – SHORTLIST

The best-qualified applicants, who obtained the highest number of points are shortlisted for the final assessment phase. The panel shall shortlist no less than 1.5 times the maximum number of candidates as is foreseen to be placed on the reserve list. An outcome notification will be provided to all candidates not shortlisted.

Shortlisted candidates shall be informed, including that this part of the selection procedure may be organised online. Specific instructions will be provided to shortlisted candidates, but candidates should assume to undertake further written assignments (including tests) and an interview.

Shortlisted candidates may be requested to prepare an assignment as part of the assessment phase and may be requested to submit an elaborated talent screener form, aimed at assessing the practical application of the experience and knowledge of the candidates.

The interview and the written test are conducted in English. In case English is the mother tongue of an applicant, some interview/written test questions may be asked in the language they indicate on the application form as their second EU language. Candidates invited for an interview/written test will be required to submit electronically relevant supporting documentation demonstrating their educational qualifications and work experience. Shortlisted candidates may also be required to provide work-related references upon request of the Agency.

#### 4.4 RESERVE LIST

The activity of the Selection Board ends with the drawing up of a reserve list, which shall consist of a minimum of 20 and a maximum of 40 candidates. The reserve list is unranked and is drawn up alphabetically. Candidates should note that inclusion on the reserve list does not guarantee recruitment.

In addition, reserve listed candidates may be asked to undergo a second interview with the specific activity manager for which they will be informed in advance. The interview will focus on the specific match of the candidate for the specific post covering the related motivation, and the relevant technical and behavioural post competencies.

The reserve list will be valid until **31/12/2027**. Candidates invited to an interview will be informed by e-mail whether or not they have been placed on the reserve list. Upon completion of the selection procedure, all candidates will receive an outcome letter.

The Authority Empowered to Conclude Contracts will ultimately decide on the successful candidate to be appointed to the post based on the needs of the Agency. The appointed candidates will be asked to fill a specific form informing the Appointing Authority of any actual or potential conflict of interest<sup>12</sup>.

If a letter of intention is issued, the candidate must undergo a compulsory medical examination to establish that he/she meets the standard of physical fitness necessary to perform the duties involved and the candidate must provide original or certified copies of all relevant documents.

#### 4.5 SELECTION PROCEDURE TIMELINES

The Agency manages its selection procedures depending on the availability of the Selection Board members. It is envisaged that the interviews and written test will take place in September/October 2024. Please note that the selection process may take some time to be completed and that no information will be released during this period. The selection procedure status will be displayed on ENISA career page and applicants are requested to visit regularly the page for update on the procedure.

## 5. SUBMISSION OF APPLICATIONS

To apply for this vacancy, please use ENISA's e-recruitment system, complete all required sections of the application and submit it. ENISA does not accept applications submitted by e-mail, mail or any other means. The application must be submitted in English language, which is the working language of ENISA.

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<sup>12</sup> In compliance with Article 11 of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.

Candidates must send their application within the set deadline. In order to be considered, applications must be received by **23:59:59 EET (Greek time (CET+1))** on the closing date. Once you have submitted your application, you will receive an automatic e-mail message confirming receipt of your application. Please ensure that the email address you provide for your applicant account is correct and that you check your email and spam/junk folders regularly.

Applicants are strongly advised to submit their applications well in advance of the deadline, since heavy internet traffic or fault with the internet connection could lead to difficulties in submission last minute. ENISA cannot be hold responsible for any delay related to internet connection issues etc.

At this stage of the selection procedure candidates are not required to send any additional supporting documents with the application (i.e.: copies of your ID-card, educational certificates, evidence of previous professional experience etc.).

For any questions on the recruitment process or other technical issues, feel free to reach out via email to [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu).

## 6. CONDITIONS OF EMPLOYMENT

The successful candidate(s) will be recruited as a Temporary Agent, pursuant to Article 2(f) of the CEOS and annex I to the EUSR. The initial contract will be concluded for a period of 4 years. The contract may be renewed, in principle, for a period of 4 years. Any further renewal shall be for an indefinite duration.

Where justified in the interest of the service, the Authority Empowered to Conclude Contracts may decide to offer a contract of a different duration and/or with limited perspective in time. In such cases, this will be clearly indicated in the offer letter and the selected candidate will be informed in advance on the contractual relationship with the Agency.

If the successful candidate from the external selection procedure is already a member of temporary staff 2(f) in another EU Agency, the relevant provisions of the Management Board decision 2016/12 on the general implementing provisions on the procedure governing the engagement and use of temporary staff under Article 2(f) of the CEOS will apply.

Successful candidates will be graded on entry into service in step 1 or step 2. The steps will be determined in accordance with the number of years of professional experience of the successful candidate. The summary of the financial entitlements is available [here](#).

If Temporary Agent posts are not available, candidates on the reserve list may be approached to provide written consent to be considered for Contract Agent positions in comparable duties function group level, where justified in the interest of the service. These candidates will still remain on the Temporary Agent reserve list and will still be considered for a Temporary Agent post should a suitable post become available.

In addition, successful candidates, who are recruited shall undergo an initial probation period of 9 months.

Due to the Agency's operational requirements, the successful candidate will be required to be available at the shortest possible notice.

Successful candidates who have been recruited to a post at ENISA are required to furnish a valid certificate of good conduct before the start of their employment. The certificate of good conduct must be provided to ENISA prior to the signature of the employment contract. The certificate of good conduct must be issued by the relevant authorities of the country of nationality of the candidate and must not be older than three months at the time of submission to ENISA. ENISA reserves the right not to proceed with the signature of the contract based on the content of the certificate or if the candidate fails to provide the certificate to ENISA.



Depending on the unit to be recruited, successful candidates may need to undergo a security clearance screening, which will be initiated upon the first day of taking up duties. For specific posts the selected candidate will be required to hold, or be in a position to obtain, a valid Personnel Security Clearance Certificate (national or EU PSC at SECRET UE/EU SECRET level). Personnel Security Clearance Certificate (PSCC) means a certificate issued by a competent authority establishing that an individual is security cleared and holds a valid national or EU PSC, and which shows the level of EUCI to which that individual may be granted access (SECRET UE/EU SECRET), the date of validity of the relevant PSC and the date of expiry of the certificate itself. Note that the necessary procedure for obtaining a PSCC can be initiated on request of the employer only, and not by the individual candidate.

## 7. EQUAL OPPORTUNITY

As a European Union Agency, ENISA is committed to providing equal opportunities to all its employees and applicants for employment. As an employer, ENISA is committed to ensuring gender equality and to preventing discrimination on any grounds. It actively welcomes applications from all qualified candidates from diverse backgrounds, across all abilities, without any distinction on any ground such as sex, race, color, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age, marital status or other family situation or sexual orientation, and from the broadest possible geographical basis amongst the EU Member States. In particular, ENISA encourages the applications of women for the positions where they are currently under-represented.

If you have a disability or medical condition that may hinder ability to sit the interview or written test, please indicate this in your application and let us know the type of special arrangements you need. If the disability or medical condition is developed after the deadline for the applications, you must notify us via email [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu). Overall, ENISA strives to select, recruit, develop and retain, diverse talent workforce.

## 8. REQUESTS, COMPLAINTS AND APPEALS

Candidates who consider that their interests have been prejudiced by any decision related to the selection procedure can take the following actions:

### 8.1 REQUESTS FOR FEEDBACK:

Candidates to a selection procedure can request feedback regarding their results **within 10 calendar days** from the communication of their results. They should expect to receive an answer from ENISA at the latest within 15 working days from the request. Please note that the request for feedback does not extend the deadlines to submit a request for internal review or administrative complaint under Article 90(2) of the Staff Regulations.

Candidates should send an email to the following email address [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu) by clearly indicating on the subject line: "Request for feedback of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)" and clearly state their request on the content of the email.

### 8.2 REQUESTS FOR INTERNAL REVIEW OF THE DECISIONS TAKEN BY THE SELECTION BOARD:

Candidates who feel that an error has been made in relation to their non-admission to the selection procedure (i.e., not eligible) or to their exclusion from the selection procedure (i.e., not invited for an interview/written test) may request a review within **10 calendar days** from the date on which they are notified about the decision. Requests for internal review may be based on one or more of the following reasons:

- i) a material irregularity in the competition process.
- ii) non-compliance, by the Selection Board or ENISA, with the Staff Regulations and relevant implementing rules, the vacancy notice, its annex and/or case-law.

Please note that candidates are not allowed to challenge the validity of the Selection Board's assessment concerning the quality of their performance in a test or the relevance of their qualifications and professional experience. This assessment is a value judgment made by the Selection Board and disagreement with the Selection Board evaluation of the tests, experience and/or qualifications does not prove that it has made an error. Requests for review submitted on this basis will not lead to a positive outcome.

Candidates should send an email to the following email address [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu) by clearly indicating on the subject line: "Request for internal review (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". The candidates shall clearly indicate the decision they wish to contest and on what grounds. **Requests received after the deadlines will not be taken into account.**

Candidates having requested a review will receive an acknowledgment of receipt within 15 working days. The instance which took the contested decision (either the Selection Board or ENISA) will analyse and decide on the requests and candidates will receive a reasoned reply in accordance with ENISA Code of good administrative behaviour as soon as possible. If the outcome is positive, candidates will be re-entered in the selection procedure at the stage at which they were excluded regardless of how far the selection has progressed in the meantime.

### 8.3 ADMINISTRATIVE COMPLAINTS:

Candidates to a selection procedure, who consider they have been adversely affected by a particular decision of the Selection Board<sup>13</sup> have the right to lodge an administrative complaint, within the time limits provided for, under Article 90(2) of the Staff Regulations to the Executive Director of ENISA. A complaint can be submitted against any decision, or lack thereof, that directly and immediately affects the legal status as candidate. Candidates should note that a complaint to the Executive Director against a decision of the Selection Board cannot result in overturning a value judgment made by the latter related to the scores given to candidate's assessment of the relevance of candidate's qualifications and professional experience and of their performance in a test.

Candidates shall submit an email to the following email address [recruitment@enisa.europa.eu](mailto:recruitment@enisa.europa.eu) by clearly indicating on the subject line: "Complaint under Article 90(2) of the SR of (name of candidate) for the vacancy notice reference number (vacancy notice reference number)". Complaints shall be addressed to the Executive Director of ENISA, Ethnikis Antistaseos 72 & Agamemnonos 14, Chalandri 15231, Attiki, Greece. The complainant shall indicate clearly the decision she/he wishes to contest and on what grounds. Complaints received after the deadline will not be taken into account.

### 8.4 JUDICIAL APPEALS:

Should the complaint under article 90(2) be rejected, candidates to a selection procedure have the right to submit a judicial appeal to the General Court, under Article 270 of the [Treaty of the Functioning of the European Union](#) and Article 91 of the [Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union](#). Please note that appeals against decisions taken by ENISA will not be admissible before the General Court unless an administrative complaint under Article 90(2) of the Staff Regulations has first been submitted and rejected by express decision or by implied decision.

The General Court has consistently held that the wide discretion enjoyed by Selection Boards is not subject to review by The General Court unless rules which govern the proceedings of Selection Boards have been infringed. For details of how to submit an appeal, please consult the website of the Court of Justice of the European Union: <http://curia.europa.eu>

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<sup>13</sup> Assessment of the candidate interview and written test performance and therefore not being retained on the reserve list.



### 8.5 EUROPEAN OMBUDSMAN:

All EU citizens and residents can make a complaint to the European Ombudsman pursuant to Article 228 (1) of the [Treaty on the Functioning of the European Union](#) as well as the [Statute of the Ombudsman](#) and the implementing Provisions adopted by the Ombudsman under Article 14 of the Statute. Before submitting a complaint to the Ombudsman, candidates must first make the appropriate administrative approaches to the institutions and bodies concerned.

Please note that complaints made to the Ombudsman have no suspensive effect on the period laid down in Articles 90 (2) and 91 of the [Staff Regulations](#) for lodging complaints or for submitting appeals to the General Court pursuant to Article 270 of the [Treaty of the Functioning of the European Union](#). Please note also that under Article 2(4) of the [General conditions governing the performance of the Ombudsman's duties](#), any complaint lodged with the Ombudsman must be preceded by the appropriate administrative approaches to the institutions and bodies concerned.

For details of how to submit a complaint, please consult the website of the European Ombudsman: <http://www.ombudsman.europa.eu>

## 9. DATA PROTECTION

All personal data shall be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council (OJ L 295, 21.11.2018, p. 39–98) 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. ENISA is supervised by EDPS, <http://www.edps.europa.eu>. For any further enquiries you may contact the Data Protection Officer at: [dataprotection@enisa.europa.eu](mailto:dataprotection@enisa.europa.eu)

Candidates are invited to consult the [privacy statement](#) which explains how ENISA processes personal data in relation to recruitment selections.