



RECORD NO: 59

APPEALS MANAGEMENT AND ACCESS TO DOCUMENTS REQUESTS

Record 59 of processing operation “Appeals management and access to documents requests”

Date of last update	07/04/2025
Name and contact details of controller	ENISA, Executive Director's Office (EDO), access-documents [at] enisa.europa.eu , EDoffice [at] enisa.europa.eu
Name and contact details of DPO	dataprotection [at] enisa.europa.eu
Name and contact details of Joint Controller	N/A
Name and contact details of processor	N/A
Purpose of the processing	<p>The purpose of the processing is to respond to requests and complaints under Article 90 of the Staff Regulations and to ensure the appropriate handling of requests for access to documents under Regulation 1049/2001. The processing of personal data in relation to requests/complaints under Article 90 of the Staff Regulations consists of preparing a response to the requestor/complainant, on receipt of any advice from the Legal Adviser. ENISA maintains files of complaints and related documentation. The processing of the data will not be used for any automated decision making. Handling of requests for access to documents under Regulation 1049/2001 include the following steps:</p> <ul style="list-style-type: none">• Receipt of the request via the functional mailbox or by post;• Sending an acknowledgement of receipt to the applicant;• Processing of initial applications;• Taking a decision on the request;• Informing the applicant of the decision to disclose or to refuse the disclosure of documents or information;• Possible receipt of a confirmatory request;• Analysis of the confirmatory request;• Taking a decision on the confirmatory request;• Informing the applicant of the decision on the confirmatory request.
Description of data subjects	<p>For appeals management: Staff members for whom the Executive Director is the appointing authority; external candidates to ENISA selection procedures.</p> <p>For other requests: Any person who submits a request for access to documents; any person whose identity appears on the documents requested.</p>
Description of data categories	Identification and contact information of the requestor/complainant (name, address, e-mail, telephone, fax); any relevant information for the handling of the request/complaint, such as: professional work experience, case involvement data,



information related to the request/complaint and personal data of natural persons mentioned in the request/complaint.	
Time limits (for the erasure of data)	The personal data will be stored 5 years after the decision on the request/complaint has been adopted (provided there are no pending claims, actions or any other open issues) in order to be able to set up a comparison of previous decisions and to allow a harmonised application of the Staff Regulations. Any electronic communications in relation to this procedure must be deleted immediately after the complaints and the related decisions have been filed in the personal file.
Data recipients	<p>Recipients include specific persons within ENISA (Heads of Unit, the Executive Director) to whom an appeal is submitted. They may also involve other persons within ENISA who are directly or indirectly implicated in a appeal management procedure.</p> <p>The data may also be available to EU bodies charged with monitoring or inspection tasks in application of EU law (e.g. internal audits, European Anti-fraud Office – OLAF). Where further action is taken by the requestor/complainant, the European Ombudsman, the EDPS, the complainant's legal counsel and court personnel, as necessary, will have access.</p>
Transfers to third countries	No transfers outside EU/EEA are foreseen.
Security measures - General description	General security policy and technical/organnisational measures similar to ENISA's internal IT systems.
Privacy statement	Available at ENISA intranet.

