Subject: Response to public access to documents request (ENISA-IN-2022-5200) on memos, guidance and guidelines regarding record creation

Dear Mr. Fanta,

In relation to your request under Regulation (EC) No 1049/2001, registered on 02/05/2022, enquiring:

1. “Memos, guidance, guidelines, or training material (or any other document) for staff on record creation and/or record keeping. I am particularly interested in documents that refer to creation/keeping of text messages.
2. Memos, guidance, guidelines, or training material (or any other document) for staff on the processing of access to information requests”.

Please be informed that the European Union Agency for Cybersecurity (ENISA), does not have general guidelines for the broad scope of record creation, keeping and/or for the access to information.

With regard to the access to information requests, there is a Management Board Decision on access to documents (Annex I), that is followed as an internal policy. A record is maintained of those requests processed for internal purposes.

Overall, ENISA is ensuring that the principles of good administration are put into practice on a daily basis, as per the European Commission’s “Code of Good Administrative Behaviour and complaints”. Please find the link directing to it here: Code of Good Administrative Behaviour and complaints | European Commission (europa.eu)

In accordance with Article 7(2) of Regulation (EC) No 1049/2001, you are entitled to make a Confirmatory Application that should be lodged within 15 working days of receipt of this reply by return to this email.
Yours Sincerely,

The ENISA Public Access to Documents team