



Mr. Alexander Fanta
netzpolitik.org
Schönhauser Allee 6-7
10119 Berlin
Germany

Athens, 13/05/2022

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

