

How the European External Action Service dealt with concerns raised about a secure instant messaging system, including a request for public access to related documents

Case 987/2020/EWM - Opened on 11/06/2020 - Decision on 15/09/2020 - Institution concerned European External Action Service (No maladministration found) |

The complainant contacted the European External Action Service (EEAS) to request public access to documents relating to a secure instant messaging system, and to raise concerns about the system. The EEAS refused access to the documents and insisted that there is no need to carry out a data protection impact assessment of the system.

The Ombudsman examined the documents and found that the EEAS was justified in refusing public access. She therefore found no maladministration and closed the case.