

## **How EU institutions, bodies, offices and agencies record text and instant messages sent/received by staff members in their professional capacity**

**Case** SI/4/2021/MIG - **Opened on** 30/06/2021 - **Decision on** 13/07/2022 - **Institutions concerned** European Parliament | Council of the European Union | European Commission | European Central Bank | European Border and Coast Guard Agency | European Chemicals Agency | European Food Safety Authority | European Medicines Agency |

The European Ombudsman has launched a strategic initiative into how EU institutions, bodies, offices and agencies record text and instant messages sent/received by staff members in their professional capacity. The initiative aims to take stock of the current rules and practices on record keeping concerning these messages, with a view to identifying good practices within the EU administration.

The Ombudsman is gathering information from EU institutions and agencies regarding their practices and policies, as well as assessing best practices around the EU.