

## Decision on how the European Commission (Europe Direct) and the European Centre for Disease Prevention and Control (ECDC) dealt with requests for information concerning the validity of the EU Digital COVID Certificate and the data on COVID-19 re-infections

Decision

**Case 843/2022/ABZ - Opened on 18/05/2022 - Decision on 21/06/2022 - Institutions concerned** European Centre for Disease Prevention and Control ( No maladministration found )  
| European Centre for Disease Prevention and Control ( Settled by the institution ) |

Dear Mr X,

You recently submitted a complaint to the European Ombudsman against the European Commission (Europe Direct) and the European Centre for Disease Prevention and Control (ECDC) in the above case.

(i) On Europe Direct's reply

You are dissatisfied with Europe Direct's reply to your request for information concerning the validity of the EU Digital COVID Certificate and COVID-19 re-infections (ref. 1652296).

Having carefully analysed the information provided, we confirm our preliminary finding set out in our letter to you dated 18 May 2022, that **there was no maladministration by the European Commission [1]** .

This is because the task of Europe Direct is to reply to *general* questions [2] from the public. In this case, Europe Direct provided you with comprehensive information at its disposal and it advised you to contact the ECDC for more detailed information. We find Europe Direct's reply to be reasonable and we therefore close this aspect of the case.

(ii) On ECDC's reply

You questioned the ECDC's reply to you saying that it does not hold the requested data on COVID-19 re-infections. You argued that the ECDC had asked the EU Member States and the European Economic Area countries to provide such data in April 2021, but that it has not published any follow-up in this regard.



We informed the ECDC of your complaint and asked it to send you a reply with additional explanations to address your concerns. The ECDC has informed us that it has done so in the meantime.

While the inquiry regarding the ECDC aimed exclusively at obtaining additional explanations, we nevertheless find that the ECDC now has addressed your request in a comprehensive and exhaustive manner.

This aspect of the case is therefore closed with the conclusion that it has been settled.

Yours sincerely,

Tina Nilsson

Head of the Case handling Unit

Strasbourg, 21/06/2022

[1] Full information on the procedure and rights pertaining to complaints can be found at <https://www.ombudsman.europa.eu/en/document/70707>

[2] [https://european-union.europa.eu/contact-eu/write-us/answering-your-questions\\_en](https://european-union.europa.eu/contact-eu/write-us/answering-your-questions_en)