



## How the European Border and Coast Guard Agency (Frontex) dealt with a request for public access to documents concerning social media monitoring

**Case 344/2023/PVV - Opened on 28/02/2023 - Institution concerned** European Border and Coast Guard Agency |

The complainant asked the European Border and Coast Guard Agency (Frontex) for public access to documents concerning social media monitoring, including regarding potential cooperation with the EU Agency for Law Enforcement Cooperation (Europol). Frontex identified documents as falling under the scope of the request and refused access to part of these documents. In doing so, it invoked exceptions under the EU legislation on public access to documents, arguing that disclosure could undermine internal decision making, public security and international relations. It also stated that it would represent a disproportionate administrative burden to review and apply potential redactions to disclose parts of the documents.

The Ombudsman opened an inquiry and sought to inspect the documents in question.