

Access Info Europe

Cava de San Miguel 8, 4C
28005, Madrid



Ms. Marianne Klingbeil,
Deputy Secretary-General
European Commission
1049 Brussels

CC: Georgeta Luminita, DG Human Resources
Martin Kröger, Secretariat General

Madrid, 28 April 2015

Dear Marianne Klingbeil,

Thank you for your letter of 5 February, received in the Access Info Europe office on 10 February 2015 in which you elaborate on the concerns you raised in your letter of 6 March 2014. I apologise for the delay in sending a formal response. (I note in passing that I did not receive a response to my email to Mr Kröger of 10 February kindly requesting an electronic copy of the letter to facilitate our processing of it).

Access Info Europe has evaluated, one by one, each of the problematic requests which you mention as potentially imputing illegal behaviour. We have found these requests are out of line with the standards and tone of messages which we find acceptable on AsktheEU.org. I should stress that we did not seek an independent legal opinion as to which extracts could be potentially defamatory in any particular EU jurisdiction as we felt that this was not necessary in this particular case.

For these reasons we have suppressed these requests from public view. This was done on 18 February 2015. (I note that we maintain full copies inside the system in case we need to refer to them. This is also important as bodies such as the European Ombudsman, made a good faith effort to respond to these communications, an approach we welcome.)

I would like to take this opportunity to make a couple of observations about the process and the communication between Access Info Europe and the European Commission. First and foremost, we are always ready to discuss any concerns that any EU bodies have about any aspects of requests on AsktheEU.org. We do not have the human resources to conduct constant monitoring of the content of requests, but we are always ready to help both EU public officials and requesters when they turn to us.

Second, just to note, that while we are always happy to receive postal letters from the Commission, in order to speed up the efficiency of our communication, and to be able to act more swiftly when matters are raised, as well as to permit us to process machine-readable versions of documents you send to us, we would welcome electronic copies of your communications as well.

Indeed, we encourage you to contact us by telephone (either the office number or my mobile) to alert us to and to talk through how to resolve as rapidly as possible any concerns which arise.

I hope that in this particular case we have been able to address the matter in a way which is also satisfactory to yourselves.

I look forward to hearing from you, or from Martin Kröger, with any follow up comments or concerns which you may have and/or to discuss any other transparency matters.

Yours sincerely,



Access Info Europe
Madrid
CIF G - 84816610

Helen Darbishire
Executive Director
Access Info Europe

Mobile tel: +34 667 685 319
helen@access-info.org

www.access-info.org