

Data Protection Notice

Managed File Transfer

(1 June 2026)

This Data Protection Notice explains the policy of the European Union Agency for the Cooperation of Energy Regulators (“**Agency**”) regarding your privacy, as well as how your Personal Data (as defined below) will be handled in the context of the use of the Agency Managed **File Transfer solution (OPSWAT MFT)** (“**MFT**” or “**Service**”). OPSWAT MFT is used to facilitate secure file transfers in support of ACER business processes.

The Agency processes your Personal Data based on [Regulation \(EU\) 2018/1725](#) (“**Regulation**”). The following information is provided as established in Articles 15 and 16 of the Regulation.

1. WHO IS THE CONTROLLER?

The Agency acts as a controller for the Personal Data which may be handled when you use the Service.

2. WHAT PERSONAL DATA DO WE PROCESS AND WHO CAN ACCESS IT?

When you use the MFT Service (e.g. to send, receive, download, or manage files), we may process the following categories of personal data (as applicable):

2.1. User/account and identity data

- Name, surname, username/user ID
- Email address
- Organisation/department (where relevant)
- Role/permissions and access entitlements
- Authentication and authorisation information (e.g. SSO identifiers, MFA status)

2.2. File transfer and usage data (metadata)

- Sender/recipient identifiers (names, emails, user IDs)
- Date and time of upload/download/transfer
- File name, size, type, checksum/hash values
- Transfer method/channel and delivery status

- Audit trail entries (who did what and when)

2.3. Technical and security data

- IP addresses
- Device/browser/client details (as applicable)
- Logs relating to performance, troubleshooting, and security events

2.4. Content data

- The content of files and messages you upload, send, receive, or make available through MFT
- Any personal data included within file contents and in any free-text fields (e.g. descriptions, messages to recipients)

Only information that is strictly necessary for the intended purpose should be uploaded or shared. Personal data, including special category data, should only be uploaded or shared where this is necessary and authorised.

Access to your Personal Data is governed by Role-Based Access Control (RBAC). Users can only view their own data or data explicitly shared with them. Highly privileged administrative access is limited to a minimal number of authorised personnel. For continuous oversight and compliance, all system and access logs are monitored and audited by the Security Department and the Agency security contractor.

3. WHY DO WE PROCESS YOUR PERSONAL DATA AND UNDER WHAT LEGAL BASIS?

We process personal data to:

- Provide and operate secure file exchange (internal and external); In this regard, file scanning, sanitisation and malware prevention is performed on files uploaded or shared using OPSWAT MetaDefender Core (MD Core).
- Manage user accounts, authentication, and access control;
- Ensure traceability and accountability through audit logs;
- Monitor, prevent, detect, and investigate security incidents, misuse, and fraud;
- Provide user support and troubleshoot technical issues;
- Meet legal, regulatory, and internal governance requirements (e.g. information security and compliance).

The processing of personal data in the context of the Service is necessary for the management and functioning of the Agency and the performance of the Agency's tasks in the public interest under Article 5(1)(a) of Regulation (EU) 2018/1725.

4. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We keep personal data **no longer than necessary** for the purposes described above, in line with the Agency retention rules.

Retention typically differs by data type:

- **Account and identity data:** retained while your account is active unless longer retention is required for legal/security/compliance reasons.
- **Audit logs and technical logs:** retained for 1 year unless longer retention is required for legal/security/compliance reasons.
- **Transferred files and related messages:** retained for 1 year depending on configuration (e.g. expiry/purge), unless longer retention is required by the applicable business process or legal/security/compliance reasons.

Data can be further archived according to the Agency's legal framework.

5. WILL THE PROCESSING OF YOUR PERSONAL DATA INVOLVE ANY TRANSFER OUTSIDE OF THE EU?

The Agency will not transfer your Personal Data outside of the EU.

6. WHAT ARE YOUR RIGHTS REGARDING YOUR PERSONAL DATA?

You have the right of access to your Personal Data and to relevant information concerning how we use it. You have the right to rectify your Personal Data. Under certain conditions, you have the right to ask that we delete your Personal Data or restrict its use. You have the right to object to our processing of your Personal Data, on grounds relating to your particular situation, at any time. For more information, please see Articles 14 to 24 of the Regulation.

In order to exercise your rights, we invite you to contact the Agency's Data Protection Officer (see section on contact details below) and we will process your request without undue delay and, at the latest, within one month of receipt of your request.

7. YOU HAVE THE RIGHT TO LODGE A COMPLAINT

If you have any remarks or complaints regarding the way we process your Personal Data, we invite you to contact the Agency's Data Protection Officer (see section on contact details below).

In any case, please note that, as a data subject, you are entitled to file a complaint with the European Data Protection Supervisor ("EDPS"), if you believe that the processing of your Personal Data carried out by the Agency is unlawful. You will suffer no prejudice on account of any such complaints lodged.

The EDPS can be contacted at: edps@edps.europa.eu and further contact information is available on its website: https://www.edps.europa.eu/about-edps/contact_en

8. CONTACT DETAILS FOR ENQUIRIES REGARDING YOUR PERSONAL DATA

To get in touch with the Agency's Data Protection Officer, including to exercise any of the abovementioned rights, please contact: dpo@acer.europa.eu.