

# MANAGEMENT OF ECB INFORMATION

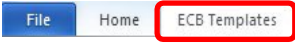
Last update: 01 January 2020

## Create ECB documents

As soon as you create or receive ECB information, you have a responsibility to use and treat that information in accordance with the ECB's rules and procedures.



### How do I create ECB documents?

- ✓ Use official ECB templates when available (accessible via the ECB templates tab in MS Word and PowerPoint). 
- ✓ Describe your folders and documents by adding metadata as provided in the Metadata Standard. In particular:
  - give your folders and documents titles that:
    - clearly describe their content;
    - do not contain sensitive information;
    - ensure they will be easily found;
    - distinguish them from similar folders/documents;
  - mark the document's status, e.g. DRAFT, FINAL or UPDATABLE, both within the document and in the title of the electronic file and update the status when it changes.
- ✓ Classify all ECB documents that you create according to their sensitivity as further specified in "How do I classify ECB information?".
- ✓ Give ECB documents containing sensitive information a marking from the List of ECB markings, when relevant to indicate:
  - why the content is sensitive, e.g. market-sensitive;
  - any restrictions on access, e.g. EB only;
  - predictable security classification changes, e.g. ECB-CONFIDENTIAL until approval then ECB-PUBLIC.



**Think green!** Think of the environment before printing and use electronic files whenever possible.

## Keep or destroy ECB information

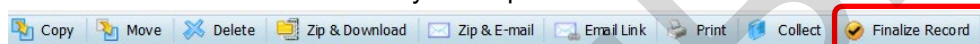
In order to document the decisions it takes, the ECB should keep valuable ECB information that it created or received (records); however, not all ECB information needs to be preserved. Information saved in DARWIN is retained or destroyed in an automated manner.



### How do I decide which information to keep or destroy?

KEEP (records)	DESTROY (non-records)
<ul style="list-style-type: none"> <li>○ evidence of business activities, decisions, transactions</li> <li>○ information with future value, e.g. business, financial, legal, research</li> <li>○ formal communication (between staff and external parties)</li> </ul>	<ul style="list-style-type: none"> <li>○ information of short-term value</li> <li>○ information not required in the future</li> <li>○ duplicates or copies</li> <li>○ drafts superseded by a final version</li> </ul>

- ✓ Finalise the following records in DARWIN:
  - final or approved documents, including business emails created or received by the ECB;
  - folders once an ECB task or activity is completed.




- ✓ Transfer the following records to the archives as soon as they are signed, using the dedicated workflow:
  - original contracts, agreements or memoranda of understanding with third parties;
  - legal acts;
  - summary proceedings and minutes of the decision-making bodies, the SB, the ESRB or ESCB and SSM Committees.
- ✓ Transfer physical records with a retention period of 10 years or longer to the archives within five years of the end of the activity using the dedicated workflow.
- ✓ Destroy information once it has reached its retention period as set out in the ECB Filing and Retention Plan.

**Disclaimer:** the text above includes only those parts of the original document which are relevant for this particular public access request.


# ECB communication and external relations

## Forward media, public or parliamentary enquiries to the designated team

The ECB aims to provide clear, accurate and timely information tailored to its audiences and has designated teams who respond to such enquiries, either verbally or in writing.

 How do I respect the principles of good administration when interacting with the general public?

- ✓ Be respectful, polite, helpful, accessible and cooperative in your interactions.
- ✓ Express yourself clearly by:
  - ◆ using plain language when explaining matters or informing citizens how a matter is to be pursued;
  - ◆ giving explanations for your actions to allow citizens to understand your reasoning.
  - ◆ Comply with the following procedures to ensure good administration:
    - ◆ forward enquiries to the responsible team or business area as soon as possible;
    - ◆ record or register incoming requests unless you forward the request to the designated team which will then record or register;
    - ◆ acknowledge receipt of external communications within one week unless you forward the communication to the designated team which will acknowledge receipt;
    - ◆ reply or act within the deadline specified for the respective procedure or within a reasonable time if no deadline is specified;
    - ◆ impartially inform all interested parties on their rights in an equal manner, e.g. by clearly stating when the law provides them with the right to be heard or if any administrative and judicial remedies are available to them, and if so, how they should submit them.

 Remember: Safeguard your integrity by complying with the [ECB's Ethics Framework](#), in particular section 0.2 on Independence.

If an institution or official fails to comply with the principles of good administration, they may be the subject of a complaint to the European Ombudsman who may examine such complaints, conduct inquiries and send a report on them to the EP (Article 228 TFEU).