

EUMITS Terms of Use and Privacy Policy

The EUMETSAT Invitation to Tender System (**EUMITS**) is an on-line service that provides all relevant documentation and information relating to EUMETSAT's Invitations to Tender (ITT).

As a registered user, you can download relevant ITT documentation, ask questions, express your intention to bid and ultimately submit your bid. By registering an account with EUMITS, you confirm that you will use EUMITS in line with the below Terms of Use and acknowledge the applicability of the Privacy Policy.

For an optimal user experience, we recommend that you consult the documents 'EUMITS User Guide' and 'How to do Business with EUMETSAT via EUMITS'.

Terms of Use

Before submitting a bid, you shall ensure that the required documentation has been uploaded and verification of compliance with the tender requirements is complete.

Users shall refrain from submitting abnormally low tenders. 'Abnormally low' refers to the situation where the price offered raises doubts as to whether the offer is economically sustainable and can be carried out properly. In such instances, the Tender Evaluation Board reserves the right to reject the bid and discontinue any further examination of the tender. In the event that the same EUMITS user repeatedly underbids, EUMETSAT may consider disabling the account and excluding the user from all future tenders.

You will receive an official written confirmation of receipt with the date and time of delivery of a bid recorded by EUMITS. In the absence of an electronic confirmation, please contact the EUMITS Document Administrator to verify whether the bid has been received by the set deadline.

All documentation received in relation to a successful bid will be stored in EUMITS for a period of ten (10) years after contract completion, while all documentation received as part of an unsuccessful bid will be deleted within six (6) years from the closing date of an ITT.

Please note that any misuse or abuse of EUMITS, which includes but is not limited to the unlawful interception or monitoring of ITTs or attempts to disable EUMITS, will result in the immediate termination of your account.

For questions related to EUMITS, please address your request to the EUMITS Document Administrator via enumits@eumetsat.int or fax: +49 6151 807 8290.

Privacy Policy

As part of your registration with EUMITS, we ask that you provide some basic personal data including your email address, username, first name, surname, the name of the company you are registering on behalf of, your sector of work and specialisation as well as your address details.

This data will be processed exclusively to offer you the most appropriate level of service, which includes but is not limited to:

- Sending you notifications and information regarding ITTs for which you have registered an intention to bid;
- Responding to questions related to omissions, ambiguities or mistakes in the ITT;
- Informing you of the outcome of an ITT.

Any additional information collected on your user activity which might include your IP address, nature of documents downloaded and time spent on EUMITS will be used only for traffic analysis; monitoring and service optimisation purposes; internal reporting and statistics. You can prevent collection and use of your data by downloading and installing the applicable browser plug-in. However, please be aware that as a result you may not be able to take full advantage of the EUMITS features.

Your data will not be published, sold or made available for general access or to third parties, unless necessary and explicitly mentioned in the ITT.

Should your contact details change or simply be inaccurate, you have the option to correct or delete your data by editing your account profile at any time.

Your user account shall remain active up until you trigger deletion. As it is impossible to recover the content of your account, please ensure you want to delete your account before proceeding. Deletion of your account does not affect submitted applications/bids/offers for open and closed ITTs that EUMETSAT is obliged to retain and process according to public procurement standards. However, deleting your account will make it impossible to contact you in the event that your application/bid/offer succeeds. User accounts that have not been accessed for a period of ten years will be deactivated automatically.

Any bids received via EUMITS that include personal data (including for example CVs), are subject to the pre-defined retention scheme described under the Terms of Use. By submitting such data via EUMITS you confirm that you have informed and received the consent of the owner of such personal data for submission to EUMETSAT via EUMITS for the purpose of offer evaluation and retention as described under the Terms of Use.

Access to EUMITS is strictly limited to the EUMETSAT contracts division, who ensure that ITT related information is used exclusively for the purposes of processing the ITT for which the bid was submitted. While we take every precaution to protect your personal data, you may still have questions, in which case you are invited to contact us at dataprotectionofficer@eumetsat.int. The full EUMETSAT Personal Data Protection Policy is [available online](#).

Section 9.2 of EUMETSAT's Personal Data Protection Policy entitles you to invoke the right of access, of your personal data. After due consideration, the DPO will decide to what extent your request can be satisfied and shall provide clear reasons for either granting or refusing it.

In the event of a data protection dispute that cannot be resolved at the level of the Director-General, you have the right to lodge an appeal with the EUMETSAT Personal Data Protection Supervisory Authority. The Rules of Procedure annexed to the EUMETSAT Personal Data Protection Policy lay out the formal steps involved with lodging an appeal.

The EUMETSAT Personal Data Protection Supervisory Authority is fully independent in the exercise of its duties, and replaces oversight by any national/European data protection authorities.