

02. Europa Webtools and third-party tools

Rules

European Commission websites:

- if required, must make use of Europa Webtools
- cannot feature third party tools and services

If a business need cannot be addressed by any of the corporate tools and services then a justified request to approve a tool or service may be submitted. See below.

Third party tools

Third-party tools and services

Third-party tools and services are

- web components, installed on the Commission infrastructure, but not developed in-house e.g charts, maps, social media feeds, etc.
- commercial services that are beyond the control of the Commission, e.g. Google Analytics, embedded YouTube videos, embedded web fonts (e.g. Google Fonts), embedded maps, surveys, content delivery networks (CDN), etc.

Risks of using third-party tools and services

- privacy and data protection - third party products often use permanent cookies and other tools
- business continuity - the European Commission has no influence over maintenance
- legal uncertainty - terms of use can be changed without notice
- dependency - webmasters have no control over these tools
- limited accuracy assurance - providers can change data collection without notice, and use differing methods to collect data
- security - including undesired redirections or malware
- endorsement - any use serves as implicit endorsement by the European institutions, which is a breach of competition rules

Europa Webtools

To avoid the risks related to the use of third-party tools and services, DG Communication offers in-house maintained corporate solutions, often based on verified and approved third-party tools, which can be integrated into any CMS technology.

Europa Webtools are based on the following principles:

- offer corporate out-of-the-box features
- in line with corporate standards in terms of styling, accessibility, usability and cookie rules
- straightforward to implement and with dedicated corporate support
- in case of any 3rd-party dependencies, these are centrally maintained
- standard functionality and labels available in 24 languages

See <https://europa.eu/webtools> (EU login required) for a full overview and implementation details.

Requesting an improvement to Europa Webtools

Requests for improvements to a tool or service that is part of the Europa Webtools offer can be sent by email to Comm Europa Management. After assessment, your Europa account manager or the corresponding product owner will contact you.

Requesting the approval of a 3rd-party tool

In exceptional cases, when a duly justified business need cannot be fulfilled by corporate solutions or approved 3rd-party tools, DG Communication will start a procedure that:

- assesses the risk considering the requirements related to the protection of personal data processing and security of information systems. This risk assessment will cover at least the above risks of using third-party tools and services and will include a consultation with the DPO and HR.DS
- if the aforementioned actions have led to a positive outcome, your class manager or the corresponding product owner will contact you

Requesting the use of not-embedded third-party tools and services

Third-party tools and services that are standalone and not intended to be embedded on a page, must be approved by DG Communication and must meet the following conditions:

- In case the third-party service can provide a separate instance of the tool/service, the requesting service must comply to the Web Guide by:
 - implementing the corporate visual identity
 - assuring protection of the personal data processing
 - follow the accessibility guidelines

- adding a case-specific information systems security disclaimer that the related risks remain responsibility of the requesting service
- In case the third-party service can not provide a separate instance of the tool/service, the requesting service must link to the third-party website and assure that only limited amount of information is published on the third-party website. In addition, the requesting service must prepare, in cooperation with their Data Protection Coordinator, a case-specific privacy statement instead of simply referring to the main Privacy statement of the Commission websites.

Data protection

Any personal data that is processed as part of any task relating to the development of the European Commission's web presence must be done so in compliance with [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018.

See [data protection](#) for more info.

Related links

- [Using cookies on EUROPA sites](#)

Contact and support

If you require further assistance, please contact:

[Comm Europa Management](#)

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