Oifig um Sholáthar Rialtais
Office of Government Procurement

eTenders Data Protection - Frequently Asked Questions (FAQs)

This FAQ document is designed to provide guidance to eTenders registered users for accessing, correcting, removing from processing or erasing their personal data held on eTenders in line with the General Data Protection Regulations 2018 (GDPR).

FAQs

1. **How can an eTenders user access and amend their personal profiles?**

2. **What is an eTenders company administrator?**

3. **How do I check who the company administrator is?**

4. **How can administrators stop processing of personal data for user accounts on eTenders?**

5. **How can administrators deactivate user accounts?**

6. **Where can I get additional help?**

1. **How can an eTenders user access and amend their personal profiles?**

Once logged into eTenders, a user can access and amend their user profile. From the home page, the user selects their name to view and edit their **personal profile**.

The user selects the [Edit] button to edit view and edit their profile
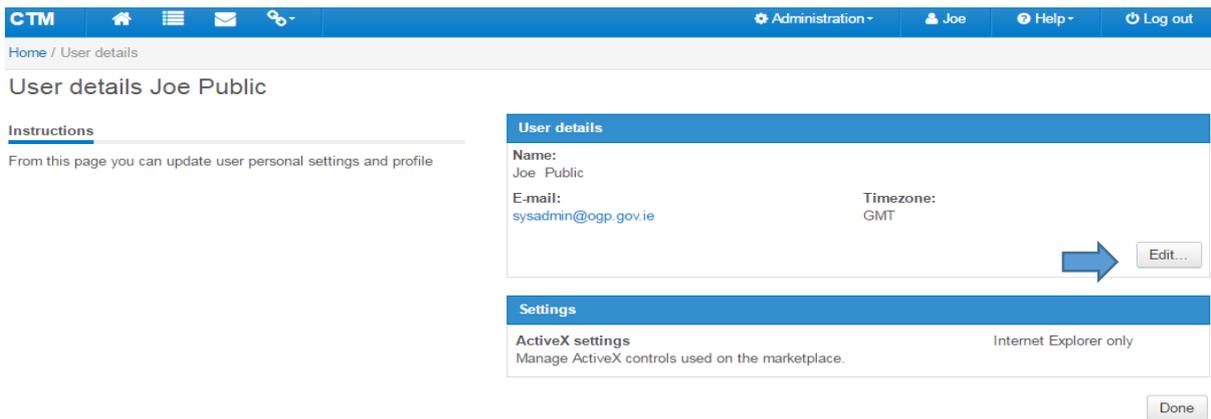
The user can edit the following fields of their Personal Profile:

- First Name
- Last Name
- Title
- Email address
- Office Phone No.
- Mobile No.
- Account Details – Username and Password

2. What is an eTenders company administrator?

Company administrator(s) (for both buyers and suppliers) have responsibility for the management of the organisation's information and its users on the eTenders platform. Users who have administrator rights can access all tenders, contracts and workspaces that have been created within its company profile and assign/remove user rights to workspaces. Once logged in as a company administrator you can view 'User Profiles' and access the 'Company Administration' page.

3. How do I check who the company administrator is?

When logged in as a company user to eTenders, you can view a list of current users in your company. Users are identified as having either 'administrator' or 'user' access. 'View as a report' tab provides the email addresses and phone numbers for all users

Sample users including their company role below:

☐	👤	Joe Bloggs	Company user	02/05/2017 10:26	View login report
☐	👤	Joe Public	Company administrator	18/05/2018 13:04	View login report

4. How can administrators stop processing of personal data for user accounts on eTenders?

The administrator can change ownership of tenders and remove user rights which will omit user details from future processing activities including details appearing in future publication notices. The administrator selects 'assign user access' within their workspace and remove user editor and viewer rights for tenders. It is advisable for the administrator to check and change ownership of tenders to another user prior to removing editor and viewer rights.

5. How can administrators deactivate user accounts?

Please note that the profiles of users who have left the company should be de-activated. The user account is required to remain on the eTenders platform for the purposes of maintaining an audit trail in respect of tenders received electronically.

All the mandatory fields on their profile page such as username, password and email address can be overwritten so that the user can no longer use or access their account. The administrator can label the account as de-activated for future use. The user account still remains on the system without any permissions to view or edit tender competitions. The account can be re-activated if required.

6. Where can I get additional help?

If you require additional assistance with changes to personal information, please email the eTenders Helpdesk at etenders@eu-supply.com.