European School Education Platform Support

What is anonymisation?

Amélie - 2025-10-02 - General

What is anonymisation?

Anonymisation means that your personal information is removed from the platform, while the content you created stays visible under ’anonymous user’.

Please read below to know more about when and how this happens.

When does anonymisation happen?

Your account and personal data will be anonymised in two situations:

- Automatically, if you haven’t logged in for 3 years
- If you specifically ask the helpdesk

1. Automatic anonymisation after 3 years of inactivity

If you don’t log in for almost 3 years, the system will warn you by two emails before any action is taken.

First reminder

You will receive the first reminder email, about 4 weeks before reaching the 3 years of inactivity, i.e. the time during which you haven't logged in with your account.

The email is sent to your EU Login email address and also to your notification email address, if different.

The email explains that your account will be anonymised in four weeks if you don’t log in. You can avoid this from happening simply by logging in again.

Second reminder

You will receive the second and final reminder email 4 days before reaching the 3 years of inactivity.

This is the last chance to keep your account active by logging in.

Anonymisation

After 3 full years, without logging in, your personal information is deleted, meaning that your name and other details will be replaced with ‘anonymous user’ in any contact lists, in any postings, posts and materials you have created/made, and in project memberships. This process cannot be undone.

2. Anonymisation on request

If you wish to be anonymised, you can contact the helpdesk and ask for your account to be anonymised immediately.

What anonymisation does exactly

When your account is anonymised, your content does not disappear, but your personal identity is deleted. Here is what anonymisation does exactly:

Your personal data

Your profile information, professional development activities, self-assessment reports and contact lists are

permanently deleted. After anonymisation you will not be able to log in to your profile.

If you want to log in to the platform again, you will need to create a new account (but you can still use the same EU Login you had before). Any activities linked to your old login on the platform, can’t be associated to your new login.

Your posts and materials in eTwinning projects and TwinSpaces

Your eTwinning posts and materials in projects and TwinSpaces will remain visible to others, appearing under ‘anonymous user’.

Project memberships are deleted and displayed as ‘anonymous user’.

Pupils keep their project memberships, even if that means that no teacher can manage these pupils in that project.

Your Erasmus+ postings and courses

Your Erasmus+ postings and courses you created will remain visible to others if the organisation exists, appearing under ‘anonymous user’.

Your participation record

Your name will no longer be linked to any courses, webinars or events you joined. But your participation will still be counted in the statistics.

Note: Some content, such as eTwinning project ideas and mailbox messages, remains in the system because it is covered by separate content retention policies.