Your Privacy, Help & Support

To send feedback or request help regarding the use of EMBL-EBI Web Services, please use the link below:

Contact us

Privacy Note

The Job dispatcher services we provide are General Data Protection Regulation (GDPR) compliant, which means that personal data from users, including email addresses, IPs and submitted data, are encrypted and deleted from our servers after seven days. Programmatic access to Job Dispatcher services requires the user to provide an email address, which is only used to give tailored support and guidance. Email is however optional for web browser-based usage access to the tools, which is used when provided by the user to send out a notification about the completion of the submitted jobs. In accordance with GDPR compliance, emails are not used in any other way nor distributed in any form outside of the EMBL-EBI.

More information on services GDPR compliance is provided on the EMBL-EBI website’s ‘Terms of Use’ and the ‘Privacy Notice’ for Job Dispatcher tools.

Other links

- Web services Tools Help & Documentation
- Programmatic Access FAQ
- Bioinformatics Tools FAQ
- Training
- Webinars