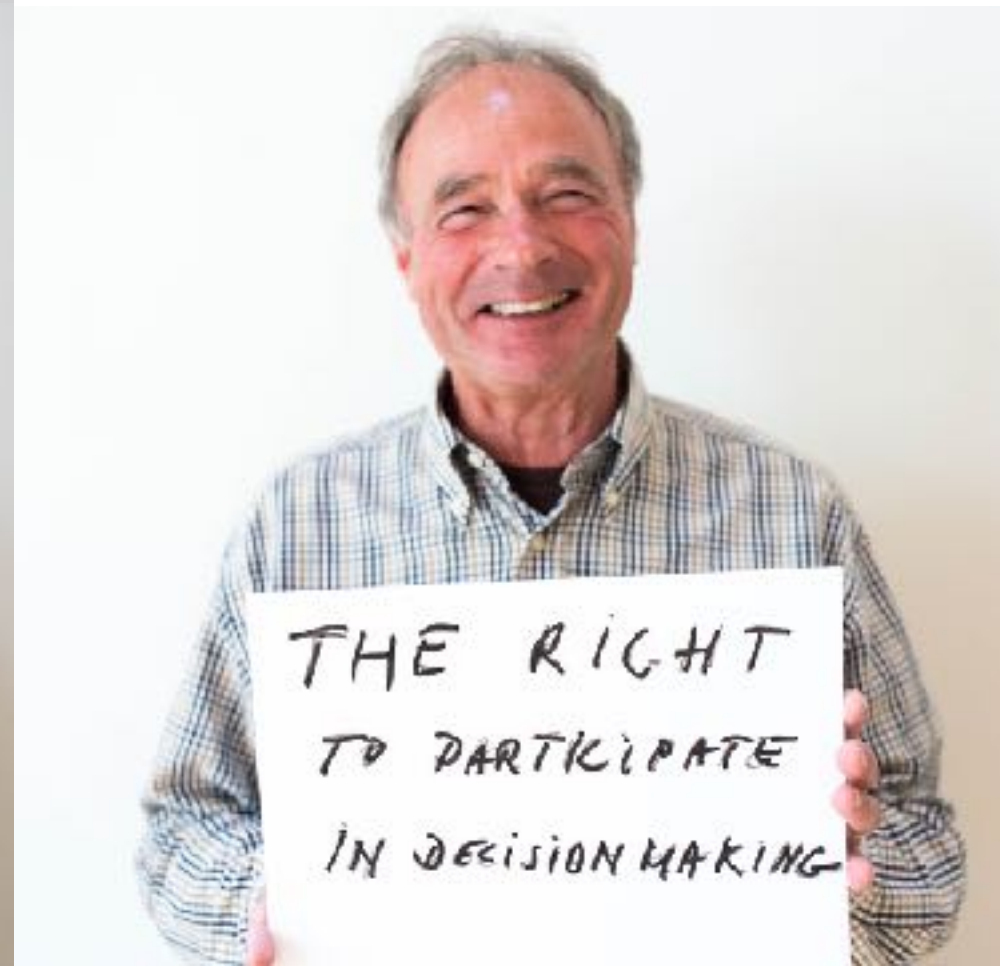




# eCitizen Charter Workshop

## Amsterdam, Monday 26th of June 2017



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# Workshop introduction

The workshop started with an introduction of about one hour into the purpose of the workshop. Workshop moderator Ivonne Jansen-Dings explained the core question “what does it mean to be a digital citizen” and the goal “to create an citizen charter, citizens rights and governments obligations.”

Marleen Stikker then talked about the potential meaning of such an eCitizen Charter on a European level and talked about the first charter Waag Society had been part of in 1998, the Peoples Communication Charter.

Lastly, Matt Poelmans presented the original eCitizen Charter he created in 2006 and the consideration his team had when creating the charter.



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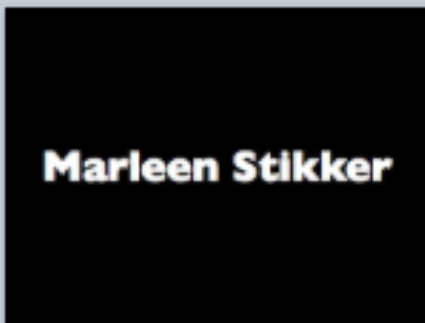
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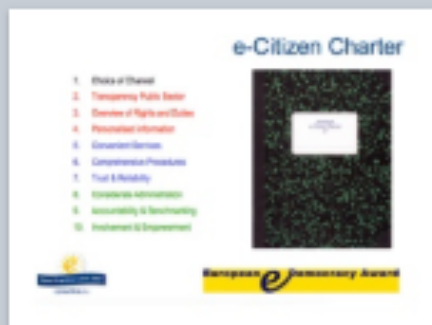
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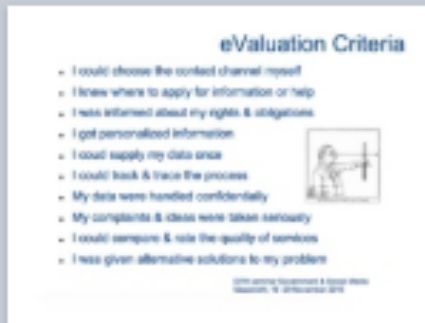
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# Group discussions (1)

After the plenary presentations the participant split up into four groups of five people. Each group had a moderator to guide the discussion and keep notes. A copy of the 2006 eCitizen Charter, the People's Communication Charter and the EU Charter of Human Rights was provided on the tables for inspiration.

First, each of the participant filled out the "I want..." sheet, indicating the five key elements for them personally on what it means to be a digital citizen.

## Ik wil...



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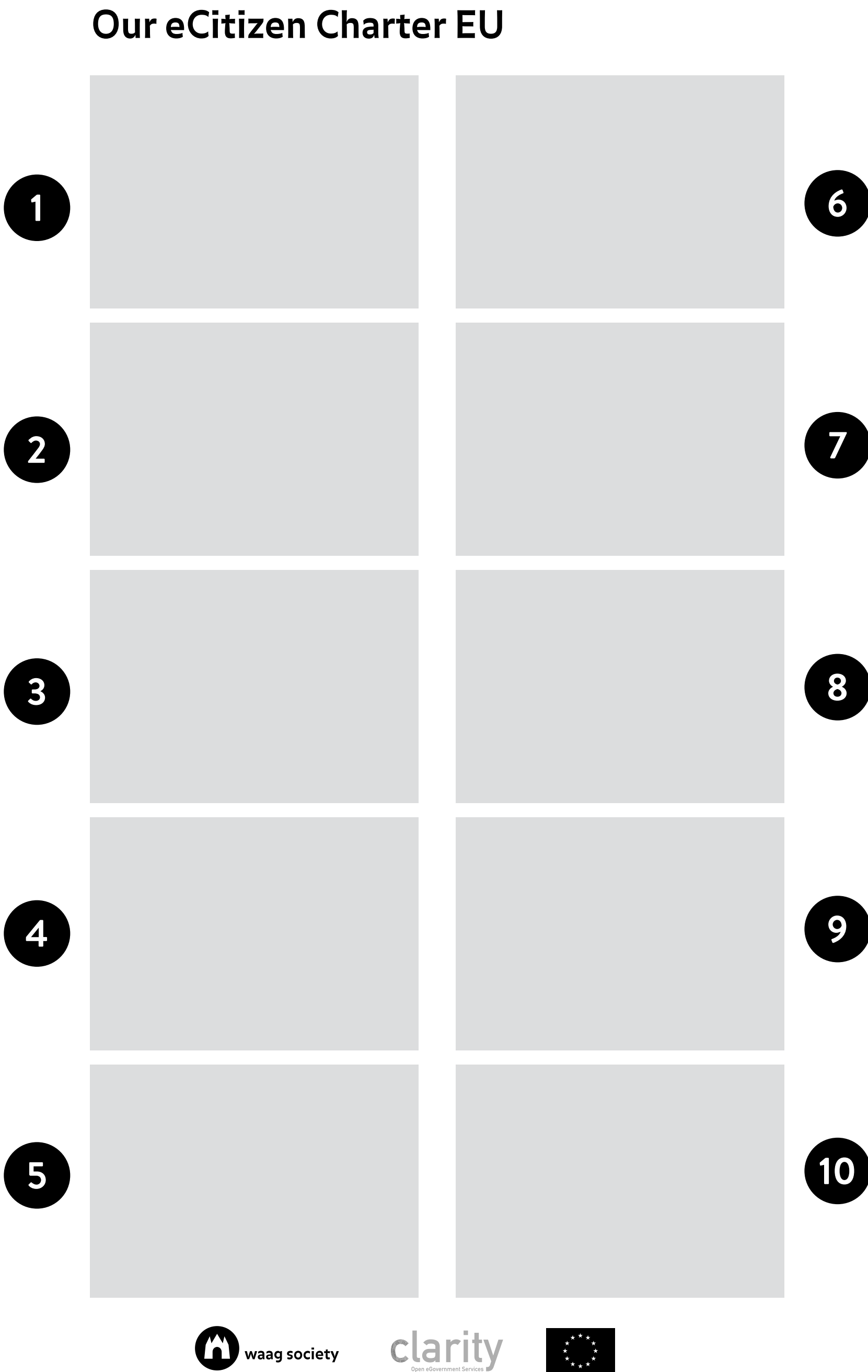
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stimuleringsfonds  
creatieve industrie

# Group discussions (2)

From the “I want...” sheets the groups started discussing their findings and translating them into a maximum of ten points for an eCitizen Charter. Each group was supplied with an A-zero size foam board, depicted on the right, where they could fill in their charter items.









## Our eCitizen Charter EU

- |   |  |    |   |
|---|--|----|---|
| 1 | recht op scholing in digitale vaardigheden en de plicht om je daarvan te bedienen                            | 6  | recht op vangnet (menselijke maat) in de digitale leefomgeving                  |
| 2 | door mij gegenereerde gegevens zijn van mij  | 7  | recht om kennis te kunnen nemen van informatie die anderen over mij vast leggen |
| 3 | het monopolie op het toekennen van een burgerlijke administratieve identiteit ligt bij de nationale overheid | 8  |   |
| 4 | recht op bescherming in digitale leefomgeving  | 9  |   |
| 5 | recht om ook in de digitale leefomgeving anoniem te kunnen zijn  | 10 |   |

# Our eCitizen Charter - group 1

1. The right to be educated in digital skills and the obligation to become skillful
2. Data I have generated belong to me
3. The government holds the monopoly on issuing a administrative citizen identity
4. Right to be protected in the digital environment
5. Right to be anonymous, also in a digital environment
6. Right to a 'safety net' in the digital environment (human scale)
7. Right to gain insight into information others are gathering about me



# Our eCitizen Charter EU

1

BESCHIKBAARHEID  
CONTACT KANALEN

OVERWEGEND DIGITAAL  
MENS CENTRAAL,

INZAGE &  
RECHT VAN BEZWAAR

- JE MOET IN ELK LAND TOEGANG HEBBEN TOT DE OVERHEID
- JE MOET DE OVERHEID KUNNEN AANSPREKEN
- JE MOET DE OVERHEID KUNNEN AANSPREKEN

2

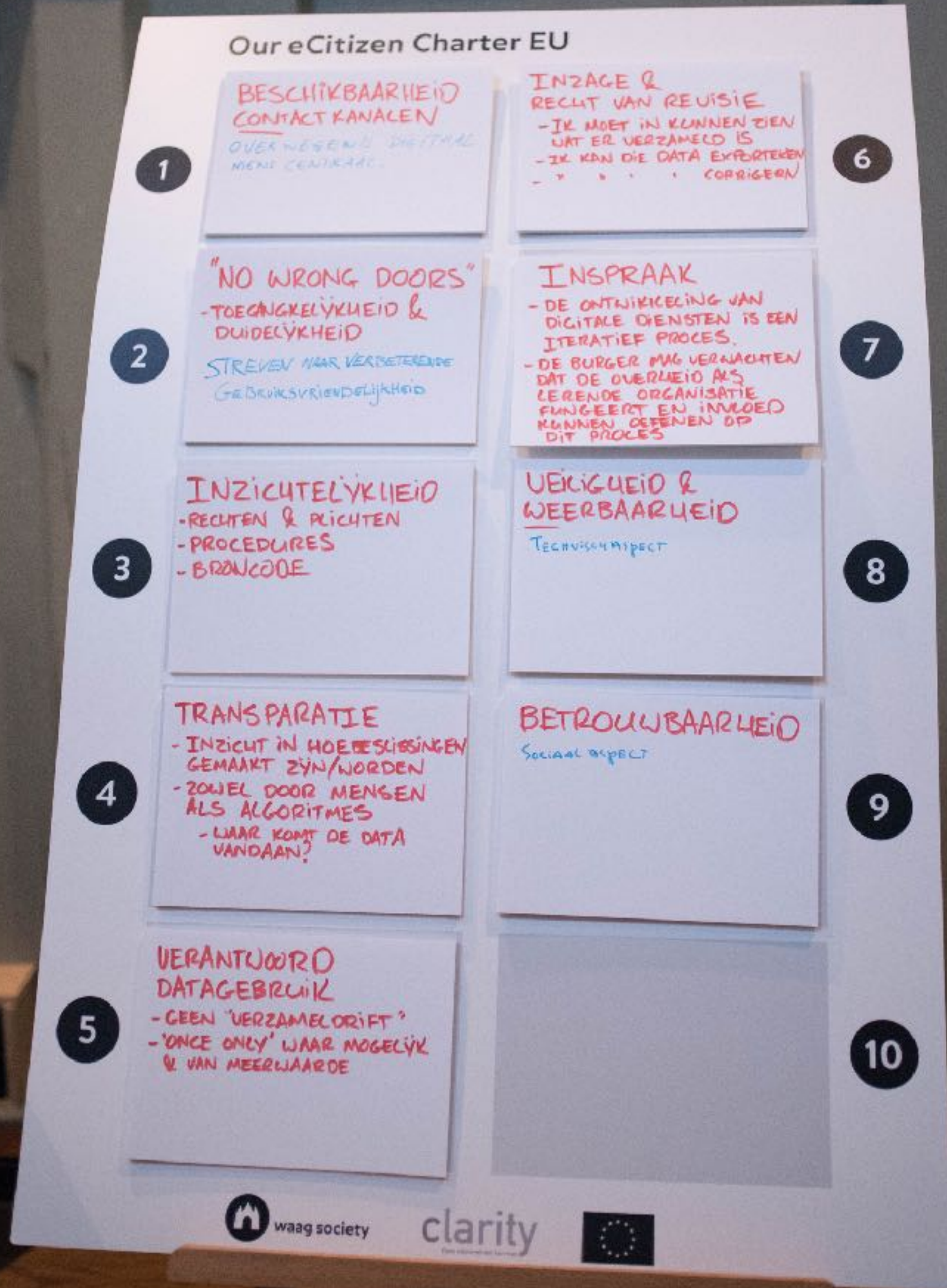
"NO WRONG DOORS"

-TOEGANGKELIJKHEID &  
DUIDELIJKHEID

STREVEN NAAR VERBETEREND



# Our eCitizen Charter - Group 2



1. Accessibility of different channels of communication  
Mainly digital, but the person at the center
2. "No wrong doors", accessibility and clarity  
Strive towards improved user friendliness
3. Insight  
Into rights and obligations, procedures, and source code
4. Transparency  
Insight into how decisions are being made, both by humans and algorithms, where is the data coming from?
5. Responsible data use  
No 'hoarding', once only where possible and of added value
6. Right to perusal and revision  
I need to be able to see what is being gathered, export this data and revise it where necessary
7. Participation  
Developing digital services is an iterative process by a learning government which citizens can influence
8. Safety and resilience
9. Reliability



INZAGE &  
RECHT VAN REVISIE  
- IK MOET IN KUNNEN ZIEN  
WAT ER VERZAMELD IS  
- IK KAN DIE DATA EXPORT



## Our eCitizen Charter EU

- |   |   |    |   |
|---|---|----|---|
| 1 | EVERYONE HAS THE RIGHT TO RESPECT FOR HIS OR HER PHYSICAL, MENTAL AND VIRTUAL INTEGRITY | 6  | THE RIGHT TO ANALOG ACCESS, INTERACTION AND EXCHANGE                      |
| 2 | THE RIGHT TO BE ANONYMOUS IN <sup>physical</sup> PUBLIC SPACES                          | 7  | THE RIGHT TO PSEUDO IDENTITIES WITH ATTRIBUTES                            |
| 3 | FULL TRANSPARENCY AND ACCOUNTABILITY OF DATA AND ALGORITHMS                             | 8  | THE RIGHT TO A SHARED INFORMATION POSITION<br>OPEN DATA                   |
| 4 | DATA, KNOWLEDGE AND INFRASTRUCTURE IS MAINTAINED IN THE COMMONS                         | 9  | THE RIGHT TO ENCRYPTION   |
| 5 | THE RIGHT TO CO-CREATION OF POLICY AND PUBLIC SERVICES                                  | 10 | THE RIGHT TO EDUCATION TO PARTICIPATE AND CONTRIBUTE IN A DIGITAL SOCIETY |

# Our eCitizen Charter - group 3

1. Everyone has the right to respect of his or her physical, mental and virtual integrity
2. The right to be anonymous in physical and digital spaces
3. Full transparency and accountability of data and algorithms
4. Data, knowledge and infrastructure is maintained in the commons
5. The right to co-creation of policy and public services
6. The right to analog access, interaction and exchange
7. The right to pseudo identities with attributes
8. The right to a shared information position (open data)
9. The right to encryption
10. The right to education to participate and contribute in a digital society







# Our eCitizen Charter - group 4

## Our eCitizen Charter EU

- |   |  |    |   |
|---|--|----|---|
| 1 | <b>Digital Identity &amp; Privacy</b> <ul style="list-style-type: none"> <li>• Data minimalisatie</li> <li>• Anonimiteit</li> <li>• Verificatie i.p.v. identificatie</li> </ul>  | 6  | <b>Participatie</b> <ul style="list-style-type: none"> <li>• In alle processen de mogelijkheid voor handlingsperspectief voor de burger + ruimte</li> </ul> |
| 2 | <b>Publiek belang</b> : Voorwaarden voor collectieve diensten worden via een democratisch proces tot stand.  | 7  | <b>Zelfbeschikking</b> <ul style="list-style-type: none"> <li>• Toegang tot data over my inclusief mogelijkheid tot correctie</li> </ul>                    |
| 3 | <b>Bescherming &amp; Beveiliging</b> : De overheid faciliteert versleutelde infrastructuur voor een veilige digitale omgeving vrij van propaganda & manipulatie  | 8  |   |
| 4 | <b>Transparantie (overheid)</b> <ul style="list-style-type: none"> <li>• Simpel, toegankelijk, bruikbaar, inclusief</li> <li>• hoogwaardige informatie compleet en voor iedereen beschikbaar</li> </ul>  | 9  |   |
| 5 | <b>Autoriteit/handhaving</b> <ul style="list-style-type: none"> <li>• Ethische, handhaafbare, effectieve juridisch kader</li> <li>• Incl. laagdrempelige geschilcommissie</li> <li>• Incl. algoritme autoriteit</li> <li>• technologie moet accountable</li> </ul> | 10 |   |

1. Digital identity and privacy  
Data minimalisation, anonymity, verification i.s.o. identification
2. Public interest  
Preconditions for collective services are created through a democratic process
3. Protection and safety  
The government offers encrypted infrastructure for a save digital environment free from propaganda and manipulation
4. Transparency  
Simple, accessible, usable, inclusive. High quality information, complete and accessible for everybody
5. Participation  
All processes offer empowerment and room for citizens
6. Self-determination  
Access to my own data and the possibility to correct







# eCitizen Charter reference

In 2006 Matt Poelmans, vice Chairman of the Dutch Web Accessibility Foundation created an eCitizen Charter that was adopted on a national level in the Netherlands and which he has presented to governments all over the world. The ten points from his charter to this day are still valid. Matt presented at the eCitizen workshop and was one of the participant. We recap his charter point from 2006 below.

1. Choice of channel
2. Transparent public sector
3. Overview of rights and duties
4. Personalized information
5. Convenient services
6. Comprehensive procedures
7. Trust and reliability
8. Considerate administration
9. Accountability and benchmarking
10. Involvement and empowerment

