eCitizen Charter Workshop
Amsterdam, Monday 26th of June 2017
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.
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.
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 - 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 an 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
Beschikbaarheid
Contactkanalen
Overwegend digital
Mens centraal.

"No Wrong Doors"
- Toegankelijkheid & Duidelijkheid
Streven naar verbeterend
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
  - DAT ER UERZAMELD IS
- IK KAN DE DATA EXPO.
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
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
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