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**NOTE**

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To:	Delegations
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Subject:	Proposal for a Regulation of the European Parliament and of the Council on establishing a single digital gateway to provide information, procedures, assistance and problem solving services and amending Regulation (EU) No 1024/2012 - Analysis of the final compromise text with a view to agreement

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Delegations find below the text of the above-mentioned proposal as agreed during the trilogue with the representatives of the European Parliament and the European Commission on 24 May 2018 and subsequent technical meeting on 6 June 2018.

Text in **bold** reflects text changes in relation to the original Commission proposal.

The Committee is invited to endorse this text and to mandate the Presidency to inform the European Parliament that, should Parliament adopt the text of the Proposal in the exact form as set out in the Annex – subject to lawyer-linguist revision – at a forthcoming plenary meeting, the Council would adopt the proposed Regulation as amended.

**REGULATION (EU) 2018/...**  
**OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL**

**of ...**

**on establishing a single digital gateway to provide information, procedures, assistance and problem solving services and amending Regulation (EU) No 1024/2012**

(Text with EEA relevance)

THE EUROPEAN PARLIAMENT AND THE COUNCIL OF THE EUROPEAN UNION,

Having regard to the Treaty on the Functioning of the European Union, and in particular Article 21(2) **|** and Article 114(1) thereof,

Having regard to the proposal from the European Commission,

After transmission of the draft legislative act to the national parliaments,

Having regard to the opinion of the European Economic and Social Committee<sup>1</sup>,

**|** Acting in accordance with the ordinary legislative procedure<sup>2</sup>,

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<sup>1</sup> *OJ C 81, 2.3.2018, p. 88.*

<sup>2</sup> Position of the European Parliament of ... (not yet published in the Official Journal) and decision of the Council of ....

Whereas:

- (1) The Single Market is one of Europe's most tangible achievements. By allowing people, goods, services and capital to move freely it offers new opportunities for citizens and businesses. This Regulation is a key action of the Single Market Strategy *established by the Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions 'Upgrading the Single Market: more opportunities for people and business'* with the objective of unlocking the full potential of the Single Market by making it easier for citizens and businesses to move within the EU and to trade, establish themselves and expand their businesses across borders.
- (2) The communication of the Commission of 6 June 2015 entitled 'A Digital Single Market Strategy for Europe' ('the Digital Single Market Communication') recognises the role of the Internet and digital technologies in transforming the lives we lead and the way in which *citizens and businesses access information, acquire knowledge, buy goods and services, participate in the market and* work by facilitating opportunities for innovation, growth and jobs. *That Communication, along with several resolutions adopted by the European Parliament,* acknowledges that the needs of citizens and businesses in their own country and across borders could be better met by extending and integrating existing European portals, *websites,* networks, services and systems and by linking them *with different national solutions, thereby creating* a 'Single Digital Gateway' *servicing as a European single entry point.* The communication of the Commission of 19 April 2016 entitled 'EU eGovernment Action Plan 2016-2020 – Accelerating the digital transformation of government' lists the single digital gateway amongst one of its actions for 2017. The Commission's report of 24 January 2017, entitled 'Strengthening Citizens' Rights in a Union of Democratic Change – EU Citizenship Report 2017' considers the single digital gateway as a priority for the Unions' citizenship rights.

- (3) The European Parliament and the Council have repeatedly called for a more comprehensive **and** more user friendly package of information and assistance to help **citizens and** businesses navigate the Single Market and to strengthen and streamline Single Market tools in order to better meet the needs of citizens and businesses in their cross-border activities.
- (4) This Regulation responds to these calls by offering citizens and businesses easy access to **the** information, procedures and assistance and problem solving services **that** they need for the exercise of their rights in the internal market. **The single digital gateway could contribute to the greater transparency of rules and regulations relating to different business and life events, in areas such as travel, retirement, education, employment, healthcare, consumer rights and family rights. Furthermore, it could help improve consumers' confidence, address lack of knowledge about consumer protection and internal market rules and reduce compliance costs for businesses.** This Regulation establishes a **user-friendly, interactive** single digital gateway **which, based on users' needs, should guide them to the most appropriate services.** In **that** context, the Commission and **Member States** would play an important role in achieving those objectives.

- (5) *The single digital gateway facilitates interactions between citizens and businesses, on the one hand, and competent authorities, on the other hand, by providing access to online solutions, facilitating the day-to-day activities of citizens and businesses and minimising obstacles incurred in the single market. The existence of a single digital gateway providing online access to accurate and up-to-date information, to procedures and to assistance and problem solving services could help raise users' awareness of the different existing online services and could save them costs and time.*
- (6) Since *this Regulation* pursues a threefold purpose aiming at reducing additional administrative burden on citizens and businesses that *exercise or want to exercise their internal market rights, including the free movement of citizens*, in full compliance with national rules and procedures, eliminating discrimination and ensuring the functioning of the internal market with regard to provision of information, procedures and assistance and problem solving services and since its components cover free movement of citizens **■**, which cannot be considered merely incidental, *this Regulation* should be based on Article 21(2) **■** and Article 114 (1) of the Treaty on the Functioning of the European Union (TFEU).

- (7) In order for Union citizens and businesses to enjoy their right to free movement within the internal market, the Union should adopt specific, ***non-discriminatory*** measures allowing citizens and businesses to have easy access to ***sufficiently*** comprehensive and reliable information about their rights created by Union law and to information about the applicable national rules and procedures with which they will need to comply where they move to, live or study or where they establish or carry out a business in another Member State other than their own. ***Providing sufficiently comprehensive information means offering all the information that is necessary for the users to understand what their rights and obligations are and which rules apply in relation to the activities they want to undertake as cross-border users. The information should be stated in a clear, concise and understandable way and be operational and well adapted to the target user group. Information on procedures should cover all foreseeable procedural steps that are relevant for the user. It is important for businesses and citizens facing complex regulatory environments, such as those active in e-commerce and the collaborative economy, that they can easily find the applicable rules and how they apply to their activities. Easy and user friendly access to information should be understood as enabling the users to easily find the information, to easily identify which parts of the information are relevant for their particular situation and to easily understand the relevant information.*** The information to be provided at national level should not only concern national rules implementing Union law, but also any other national rules that are ***equally*** applicable to ***cross-border users***.

- (8) *The information to be provided should not cover national judicial systems, as information in that area relevant for cross-border users is already included in the e-Justice portal. In some situations covered by this Regulation, courts can be competent authorities, for instance where courts are managing business registers. In addition, the non-discrimination principle should also apply to online procedures that give access to courts of law.*
- (9) It is clear that citizens and businesses ('users') from other Member States can be at a disadvantage due to their lack of familiarity with the national rules and administrative systems, the differences in languages used and their lack of geographic proximity to the public authorities in those Member States. The most efficient way to reduce the ensuing obstacles to the internal market, is to enable ■ users (***cross-border and non-cross-border users***) to get access to information online, in a language they can understand, to enable them to complete procedures for compliance with national rules fully online and to offer them assistance where rules and procedures are not clear enough or where they encounter obstacles in exercising their rights.

(10) A number of Union acts have aimed to provide solutions by creating sectorial one-stop shops, including Points of Single Contact established by Directive 2006/123/EC of the European Parliament and of the Council<sup>3</sup> ('the Services Directive') in order to offer online information, assistance service and access to procedures relevant for the provision of services; Product Contact Points established by Regulation (EC) No 764/2008 of the European Parliament and of the Council<sup>4</sup> and Construction Product Contact Points established by Regulation (EU) No 305/2011 of the European Parliament and of the Council<sup>5</sup> in order to provide access product-specific technical rules and Professional Qualifications Assistance Centres established by Directive 2005/36/EC of the European Parliament and of the Council<sup>6</sup> in order to assist professionals moving cross-border. In addition, networks have been established, such as European Consumer Centres in order to promote the understanding of Union consumers' rights and to assist in resolving complaints about purchases made in other Member States within the network, when travelling or shopping online. Furthermore, SOLVIT<sup>7</sup> seeks to deliver fast, effective and informal solutions to individuals and businesses when their Union rights within the internal market are denied by public authorities. Finally, several information portals such as Your Europe, in respect of the internal market, and the e-Justice portal, in relation to the area of justice, were established to inform users about the Union and national rules.

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<sup>3</sup> Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the internal market (OJ L 376, 27.12.2006, p. 36).

<sup>4</sup> Regulation (EC) No 764/2008 of the European Parliament and of the Council of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State and repealing Decision No 3052/95/EC (OJ L 218, 13.8.2008, p. 21).

<sup>5</sup> Regulation (EU) No 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC (OJ L 88, 4.4.2011, p. 5).

<sup>6</sup> Directive 2005/36/EC of the European Parliament and of the Council of 7 September 2005 on the recognition of professional qualifications (OJ L 255, 30.9.2005, p. 22).

<sup>7</sup> Commission Recommendation of 17 September 2013 on the principles governing SOLVIT (OJ L 249, 19.9.2013, p. 10).



- (11) As a result of the sectorial nature of these acts, the current provision of online information and assistance services together with online procedures for citizens and businesses remains very fragmented. There are discrepancies in the availability of online information and procedures, there is a lack of quality in relation to the services and a lack of awareness regarding that information and those assistance services. There are also problems with findability and accessibility of the services for **cross-border** users<sup>8</sup> .
- (12) This Regulation should establish a single entry point through which citizens and business should be able to access information about the rules and requirements they have to comply with, by virtue of Union and/or national law. It should simplify citizens' and businesses' contact with the assistance and problem solving services, established at the Union or national level and make it more effective. The gateway should also facilitate access to and completion of procedures. <sup>9</sup> This Regulation should **not affect** in any way the existing **rights and obligations under** Union and/or national law within those policy areas. **For the procedures listed in Annex II to this Regulation and the procedures provided for in Directives 2005/36/EC, 2006/123/EC, Directives 2014/24/EU<sup>8</sup> and 2014/25/EU<sup>9</sup> of the European Parliament and of the Council**, the Regulation should support the use of the 'once-only' principle **and should fully respect the fundamental right to the protection of personal data**, for the purpose of the exchange of evidence between competent authorities in different Member States.

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<sup>8</sup> **Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).**

<sup>9</sup> **Directive 2014/25/EU of the European Parliament and of the Council of 26 February 2014 on procurement by entities operating in the water, energy, transport and postal services sectors and repealing Directive 2004/17/EC (OJ L 94, 28.3.2014, p. 243).**

- (13) The *single digital gateway and its content* should be user-centric and user-friendly. *The gateway should aim to avoid overlaps and provide links to existing services.* It should allow citizens and businesses to interact with national and Union level administrations by providing them with the opportunity to give feedback in relation to both the services offered through the gateway and the functioning of the internal market as they experience it. The feedback tool should enable the user to point out perceived problems, deficiencies and needs in order to encourage continuous improvement of the quality of the services *in a way that enables the user to remain anonymous.*
- (14) The success of the gateway will depend on the joint effort of the Commission and the Member States. The gateway should include a common user interface integrated into the existing Your Europe portal which will be managed by the Commission. The common user interface should provide links to information, procedures and to assistance or problem solving services available on portals managed by competent authorities in Member States and the Commission. In order to facilitate the use of the gateway, the user interface should be available in all official Union languages. *The existing Your Europe portal and its main access webpage, adapted to the requirements of the gateway, should preserve the multilingual approach to the information provided.* The functioning of the gateway should be supported by technical tools developed by the Commission in *close* cooperation with the Member States.

- (15) In the Charter for the electronic Points of Single Contact (PSCs) under the Services Directive, which was endorsed by the Council in 2013, Member States made a voluntary commitment to take a user centric approach in the provision of information through the PSCs, in order to cover areas of particular importance for businesses including VAT, income taxes, social security or labour law requirements. Based on the Charter and on the experience with the Your Europe Portal, the information should also provide a description of the assistance and problem solving services. Citizens and businesses can refer to **such services when** they have problems **■** understanding the information, **applying** that information to their **■** situation or **completing** a procedure.
- (16) *This Regulation lists the information areas which are relevant for citizens and businesses exercising their rights and complying with their obligations within the internal market. For these areas sufficiently comprehensive information should be provided at national level, including regional and local levels, and at Union level, explaining the applicable rules and obligations and the procedures to be completed by citizens and businesses in order to comply with those rules and obligations. In order to ensure the quality of the services offered, the information provided through the gateway should be clear, accurate and up-to-date, the use of complex terminology should be minimised and the use of acronyms should be limited to those which provide simplified and easily understandable terms that do not require a pre-existing knowledge of the issue or area of law. That information should be provided in such a way that users can easily understand the basic rules and requirements applicable to their situation in such areas. It is also necessary to inform users about the absence of national rules in the information areas listed in Annex I in certain Member States, especially where those areas are subject to national rules in other countries. Such information about the absence of national rules could be included in the Your Europe portal.*

(17) *Wherever possible, information already collected by the Commission from the Member States under existing Union law or voluntary arrangements, such as for the EURES portal established by Regulation (EU) 2016/589 of the European Parliament and of the Council<sup>10</sup>, the e-Justice portal established by Council Decision 2001/470/EC<sup>11</sup> or the Regulated professions database established by Directive 2005/36/EC as amended by Directive 2013/55/EU, should be used to cover part of the information to be made accessible to citizens and businesses at Union and national level in accordance with this Regulation. Member States should not be required to provide on their national websites information which is already available in the relevant databases managed by the Commission. Where Member States already have to provide online information pursuant to other existing provisions of Union law, as for example pursuant to Directive 2014/67/EU of the European Parliament and of the Council<sup>12</sup>, it should be sufficient for Member States to provide links to the existing online information. Where certain policy areas have already been fully harmonised through Union law, for instance regarding consumer rights, information provided at Union level should generally suffice to explain users their relevant rights or obligations. In such cases Member States should only have to add information regarding their national administrative procedures and assistance services or any other national administrative arrangements that are relevant for the users. Information regarding consumer rights, for instance, should not affect contract law, but only inform users about their rights under Union and national law in the context of commercial transactions.*

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<sup>10</sup> *Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016 on a European network of employment services (EURES), workers' access to mobility services and the further integration of labour markets, and amending Regulations (EU) No 492/2011 and (EU) No 1296/2013 (OJ L 107, 22.4.2016, p. 1).*

<sup>11</sup> *Council Decision 2001/470/EC of 28 May 2001 establishing a European Judicial Network in civil and commercial matters (OJ L 174 27.6.2001, p. 25).*

<sup>12</sup> *Directive 2014/67/EU of the European Parliament and of the Council of 15 May 2014 on the enforcement of Directive 96/71/EC concerning the posting of workers in the framework of the provision of services and amending Regulation (EU) No 1024/2012 on administrative cooperation through the Internal Market Information System ( 'the IMI Regulation' ) (OJ L 159, 28.5.2014, p. 11),*

(18) This Regulation should enhance the internal market dimension of online procedures, *thereby contributing to the digitalisation of the internal market*, by upholding the general principle of non-discrimination also in relation to the access by citizens or businesses to online procedures already established at the national level on the basis of national or Union law *and those to be made available fully online in accordance with this Regulation. Where a user, in a situation strictly confined to a single Member State, is able to access and complete a procedure online in that Member State in an area covered by this Regulation, a cross-border user should be able to access and complete the procedure online, either by using the same technical solution or an alternative, technically separate solution leading to the same outcome, without any discriminatory obstacles. Member States should provide solutions to obstacles that may consist of nationally designed solutions, such as using* as form fields that require national phone numbers, *national prefixes for phone numbers* or national postal codes, payment of fees that can only be done through systems which do not provide for cross-border payments, lack of detailed explanations in *a language understood by cross-border users*, lack of possibilities to submit electronic evidence from authorities located in another Member State and lack of acceptance of electronic means of identification issued in other Member States.

- (19) *When users are completing online procedures across borders, they should be able to receive all the relevant explanations in the official language of the Union broadly understood by the largest possible number of cross-border users. This does not require Member States to translate their administrative forms related to the procedure, nor the output of the procedure into that language. Member States are however encouraged to use technical solutions which would allow users to complete the procedures, as much as possible, in that language, while respecting the Member States' national rules with regard to the use of languages.*
- (20) *Which online national procedures are relevant for cross-border users to enable them to exercise their single market rights, will depend on whether they are resident or established in the Member State concerned, or want to access the procedures of that Member State while being resident or established in another Member State. This Regulation should not prevent Member States from requiring that cross-border users who are resident or established in their country, should obtain a national identification number in order to get access to the online national procedures, provided this does not entail an unjustifiable additional burden or cost for those users. For cross-border users who are not residing or established in the Member State, online national procedures, which are not relevant for the exercise of their single market rights, such as enrolling for receiving local services like garbage collection and parking permits, do not need to be made fully accessible online.*

- (21) This Regulation should build on Regulation (EU) No 910/2014 of the European Parliament and of the Council<sup>13</sup> (‘the eIDAS Regulation’) which lays down conditions under which Member States recognise certain **■** electronic identification *means* for natural and legal persons falling under a notified electronic identification scheme of another Member State. ***The eIDAS Regulation provides the conditions for users to be able to use their electronic identification and authentication means in order to access online public services in cross-border situations. Union institutions, bodies and offices and agencies are encouraged to accept means of electronic identification and authentication for the procedures for which they are responsible.***
- (22) A number of sectorial Union acts such as the Services Directive, the Professional Qualifications Directive and the Public Procurement Directives require that procedures are made fully available online. This Regulation should add the requirements for a number of **■** procedures ***of key importance to the majority of citizens and businesses exercising their rights and obligations across borders*** to be fully made available online.

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<sup>13</sup> Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OJ L 257, 28.8.2014, p. 73).

(23) In order to allow citizens and *businesses* to directly enjoy the benefits of the internal market without unnecessary additional administrative burden, this Regulation should require full digitalisation of the user interface of certain key procedures for cross-border users, which are listed in Annex II to this Regulation and provide the criteria for defining how the procedure qualifies as fully online. ***This obligation should only apply where such procedures exist in the Member States. This Regulation*** should not **█** cover ***the initial registration of a business activity nor*** the procedures leading to the constitution of companies or firms as legal entities ***or any subsequent filing by such companies or firms,*** as such procedures necessitate a comprehensive approach aimed at facilitating digital solutions throughout a company's lifecycle. When businesses establish themselves in another Member State, they are required to register with a social security scheme and an insurance scheme in order to register their employees and pay contributions to both schemes. ***They may need to notify their business activities, obtain permissions or register changes to their business activity.*** Those procedures are common for **█** businesses operating in *many sectors* of the economy, and it is therefore appropriate to require that those **█** procedures are made available online.



- (24) *This Regulation should clarify what offering a procedure fully online entails. A procedure can be considered as fully online if the user can take all steps from the access to the completion of that procedure, with regard to the interaction between the user and the competent authority (the 'front office'), electronically, from a distance and through an online service. This service should guide the user through a list of all the requirements to be fulfilled and all supporting evidence to be provided, should enable the user to provide the information and proof of compliance with all such requirements and should provide an automatic acknowledgment of receipt to the user, unless the output of the procedure is delivered immediately. This should not prevent competent authorities from contacting the users directly, where necessary to get further clarifications needed for the purpose of the procedure. The output of the procedure, as set out in this Regulation, should also be provided by the competent authorities to the user in an electronic way, where possible under applicable Union and national law.*
- (25) *This Regulation should not affect the substance of the procedures listed in Annex II which are established at national, regional or local level and does not lay down material or procedural rules within the areas covered by Annex II, including taxation matters. The purpose of this Regulation should be to lay down the technical requirements in order to ensure that such procedures, where they exist in the Member State concerned, are made available fully online.*

- (26) *This Regulation should not affect the competencies of national authorities in different steps of any procedure, including the verification of the accuracy and the validity of information or evidence submitted, and including the verification of authenticity in case the evidence is submitted via other means than technical system based on the once-only principle. Nor should it affect the procedural workflows within and between their competent authorities (the 'back office'), whether digitalised or not. Where necessary as part of some of the procedures for registering changes of business activities, Member States may continue to require the involvement of notaries or lawyers who may want to use means of verification including video-conference or other online means that provide real-time audio-visual connection. However, such involvement should not prevent the completion of procedures for registering such changes in their entirety online.*
- (27) *In some cases users might be required to submit evidence to prove facts that cannot be established by online means. Such evidence could include a medical certificate, proof of being alive, proof of roadworthiness of motor vehicles or confirmation of their chassis numbers. Provided that such evidence can be submitted in electronic format, this would not constitute an exception to the principle that a procedure should be offered fully online. In other cases, it may still be necessary for users of a procedure to appear in person before a competent authority as part of an online procedure ■ . Any such exceptions, other than those resulting from Union law, should be limited to situations which are justified by an overriding reason of public interest in the areas of public security, public health or the fight against fraud. In order to ensure transparency, Member States should share with the Commission and the other Member States information about such exceptions and the grounds and circumstances under which those exceptions can be applied. Member States should not be required to report about each individual case in which, exceptionally, physical presence was required, but should rather communicate the national provisions which provide for such cases. Best practices at national level and technical developments allowing further digitalisation in this regard should be discussed regularly in the gateway coordination group.*

- (28) *The procedure to register a change of address may in cross-border situations consist of two separate procedures, one in the Member State of origin to request deregistration from the old address, and the other in the Member State of destination to request registration at the new address.*
- (29) *This Regulation should only cover the digitalisation of the procedure to request academic recognition of diplomas, certificates or other proof of courses completed with regard to a person wishing to begin or to continue studying, or to use an academic title, outside the formalities relating to the recognition of professional qualifications, since the digitalisation of requirements, procedures and formalities relating to the recognition of professional qualifications is already covered by Directive 2005/36/EC.*
- (30) This Regulation should not affect the social security coordination rules set out in Regulations (EC) No 883/2004<sup>14</sup> and (EC) No 987/2009<sup>15</sup> of the European Parliament and of the Council, which define the rights and obligations of insured persons and social security institutions, as well as the procedures applicable in the field of social security coordination.

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<sup>14</sup> Regulation (EC) No 883/2004 of the European Parliament and of the Council of 29 April 2004 on the coordination of social security systems (OJ L 166, 30.4.2004, p. 1).

<sup>15</sup> Regulation (EC) No 987/2009 of the European Parliament and of the Council of 16 September 2009 laying down the procedure for implementing Regulation (EC) No 883/2004 on the coordination of social security systems (OJ L 284, 30.10.2009, p. 1).

- (31) Several networks and services have been established at the national and Union level to assist citizens and business in their cross-border activities. It is important that these services, including *existing assistance or problem solving services established at Union level, such as the* European Consumer Centres, Your Europe Advice, SOLVIT, *the* Intellectual Property Rights helpdesk, Europe Direct and *the* Enterprise Europe Network, form part of the single digital gateway to ensure that all potential users can find them. *The services* listed in Annex III to this Regulation were established by binding union acts, whilst *other services* operate on a voluntary basis. The **■** services *established by binding union acts* should be bound by the *quality requirements* laid down in this Regulation while the latter should opt-in to comply with the quality requirements if they want their services to be made accessible through the gateway. *The scope and nature of these services, their governance arrangements, existing deadlines, and the voluntary, contractual or other basis on which they operate should not be altered by this Regulation. For instance, where the assistance they provide is of an informal nature, this Regulation should not have the effect of changing such assistance into legal advice of a binding nature.*
- (32) Furthermore, the Member States and the Commission may decide to add other national assistance or problem solving services *to the single digital gateway*, provided by competent authorities or by private *or* semi-private entities, *or public bodies, such as chambers of commerce or non-governmental assistance services for citizens*, under the conditions set out in this Regulation. In principle, competent authorities should be responsible for assisting citizens and businesses with any queries they have in relation to applicable rules and procedures that cannot be fully addressed by online services. However, in very specialised areas and where the service provided by private or semi-private bodies meets the users' needs, Member States can propose to the Commission to include such services in the gateway, provided that they meet all conditions set out in the Regulation and do not duplicate the assistance or problem solving services already included.

- (33) In order to assist users to identify the appropriate service, this Regulation should provide *an assistance service finder* that automatically guides users to the right service.
- (34) Compliance with a minimum list of quality requirements is an essential element for the success of the single digital gateway in order to ensure that the provision of information or services is reliable as otherwise it would seriously undermine the credibility of the gateway as a whole. *The overarching objective of compliance is to ensure that the information or service is presented in a clear and user-friendly way. It is the responsibility of the Member States to determine how information is presented over the course of the user journey in order to meet this objective. For instance, while it is helpful for users to be informed, before launching a procedure, about the generally available means of redress in case of a negative outcome of a procedure, it is much more user-friendly to provide any specific information about the possible steps to take in such a case at the end of the procedure.*

(35) *The accessibility of information for cross-border users can be substantially improved where that information is made available in an official language of the Union broadly understood by the largest possible number of cross-border users. This language should in most cases be the foreign language most widely studied by users across the Union, but in some specific cases, more particularly in case of information to be provided at local level by small municipalities close to the border, the most suitable language may be the one used as a first language by the cross-border users in the neighbouring Member State. The translation from the official language or languages of the Member States in question into this other official language of the Union should accurately reflect the content of the information provided in the original language or languages. Translation may be limited to the information that users need in order to understand the basic rules and requirements that apply to their situation. While Member States should be encouraged to translate as much information as possible into an official language of the Union that is broadly understood by the largest possible number of cross-border users, the volume of information to be translated, under the provisions of this Regulation, will depend on the financial resources available for this purpose, in particular under the Union budget. The Commission should make the appropriate arrangements to ensure the efficient delivery of translations to the Member States at their request. The gateway coordination group should discuss and provide guidance on the official language or languages of the Union into which such information should be translated.*

(36) *In accordance with Directive (EU) 2016/2102 of the European Parliament and of the Council<sup>16</sup> ('the Website Accessibility Directive'), Member States are required to ensure that their public bodies' websites are accessible in accordance with the principles of perceivability, operability, understandability and robustness and that they comply with the requirements of that Directive. The Commission and the Member States should ensure compliance with the United Nations Convention on the Rights of Persons with Disabilities, especially Articles 9 and 21 thereof, and, in order to foster access to information for persons with intellectual disabilities, alternatives in easy-to-read language should be provided to the greatest possible extent and proportionately. By respectively ratifying and concluding the United Nations Convention on the Rights of Persons with Disabilities, adopted on 13 December 2006, Member States and the Union have committed themselves to taking appropriate measures to ensure access for persons with disabilities, on an equal basis with others, to new information and communications technologies and systems, including the internet by fostering access to information for persons with intellectual disabilities, providing alternatives in easy-to-read language to the greatest possible extent and proportionately.*

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<sup>16</sup> *Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies (OJ L 327, 2.12.2016, p. 1).*

- (37) *The Website Accessibility Directive does not apply to websites and mobile applications of Union institutions, bodies, offices and agencies, but the Commission should ensure that the common user interface and the webpages under its responsibility that are to be included in the gateway are accessible to persons with disabilities, meaning that they are perceivable, operable, understandable and robust. Perceivability means that information and user interface components must be presentable to users in ways they can perceive; operability means that user interface components and navigation must be operable; understandability means that information and the operation of the user interface must be understandable; and robustness means that content must be robust enough to be interpreted reliably by a wide variety of user agents, including assistive technologies. For these purposes, the Commission is encouraged to comply with the relevant harmonised standards.*
- (38) *In order to facilitate the payment of fees, cross-border users should be able to use credit transfers or direct debits as specified in the Regulation (EU) No 260/2012 of the European Parliament and of the Council<sup>17</sup> or other generally used cross-border payment means including debit or credit cards, to pay any fees required as part of online procedures or for the provision of assistance or problem solving services.*
- (39) *It is useful for users to be informed about the expected time a procedure may take. They should be informed about applicable deadlines or tacit approval or administrative silence arrangements or, if these are not applicable, at least of the average, estimated or indicative time that the procedure usually requires. Such estimates or indications should not have any legal effect, but only help the users in planning their activities or any subsequent administrative steps.*

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<sup>17</sup> *Regulation (EU) No 260/2012 of the European Parliament and of the Council of 14 March 2012 establishing technical and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No 924/2009 (OJ L 94, 30.03.2012, p. 22).*



(40) This Regulation should also allow for the verification of the evidence provided in electronic format by the users, where this is submitted without electronic seal or certification from the issuing competent authority, where the technical tool **covered by this Regulation or any other systems** enabling the direct exchange **or verification** of evidence between competent authorities of different Member States **are not** available. For such cases this Regulation should foresee an effective mechanism for administrative cooperation among the competent authorities of the Member States, based on the Internal Market Information System ('IMI'), established by Regulation (EU) No 1024/2012 of the European Parliament and of the Council<sup>18</sup>. ***In such cases the decision of a competent authority to use IMI should be voluntary, but once the request for information or cooperation is submitted via IMI, the requested competent authority should be bound to cooperate and to provide a response. The request can be sent via IMI either to a competent authority issuing the evidence or to the central authority to be decided by the Member States in accordance with their own administrative requirements. To avoid unnecessary duplication and as Regulation (EU) 2016/1191 of the European Parliament and of the Council<sup>19</sup> covers part of the evidence relevant for the procedures covered by this Regulation, the cooperation arrangements for IMI laid down in Regulation (EU) 2016/1191 may also be used for the purpose of other evidence required in procedures covered by this Regulation.*** In order to allow Union bodies, offices or agencies to become actors within IMI, Regulation (EU) No 1024/2012 should be amended.

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<sup>18</sup> Regulation (Union) No 1024/2012 of the European Parliament and of the Council of 25 October 2012 on administrative cooperation through the Internal Market Information System and repealing Commission Decision 2008/49/EC ('the IMI Regulation') (OJ L 316, 14.11.2012, p. 1).

<sup>19</sup> ***Regulation (EU) 2016/1191 of the European Parliament and of the Council of 6 July 2016 on promoting the free movement of citizens by simplifying the requirements for presenting certain public documents in the European Union and amending Regulation (EU) No 1024/2012 (OJ L 200, 26.7.2016, p. 1).***

- (41) Online services provided by competent authorities are crucial for increasing the quality *and security* of the services provided to citizens and businesses. Where public administrations within Member States increasingly no longer require that citizens and businesses supply the same information several times but instead are working towards the re-use of data, the same should be facilitated for users faced with procedures in other Member States, to reduce additional burden.
- (42) *In order to enable the lawful cross-border exchange of evidence and information by means of the Union-wide application of the ‘once-only’ principle, the application of this Regulation and of the ‘once-only’ principle should be in compliance with all applicable data protection rules, including the principle of data minimisation, accuracy, storage limitation, integrity and confidentiality, necessity, proportionality and purpose limitation. It should also be implemented in full compliance with the principles of security by design and privacy by design, and it should also respect the fundamental rights of individuals, including fairness, and transparency.*
- (43) *The Member States should ensure that users of procedures are provided with clear information on how personal data relating to them will be processed in accordance with Articles 13 and 14 of Regulation (EU) 2016/679 of the European Parliament and of the Council<sup>20</sup> and Articles 11 and 12 of Regulation (EC) No 45/2001.*

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<sup>20</sup> *Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016, p. 1).*

(44) In order to further facilitate the use of online procedures, this Regulation should, in line with the ‘once-only’ principle, provide the basis for the *creation and use of a fully operational, safe and secure technical system for automated cross-border* exchange of evidence *between the actors involved in the procedure*, at the *explicit* request of citizens and businesses. *Where the exchange of evidence includes personal data, the request should be considered as explicit if it contains a freely given, specific, informed and unambiguous indication of the individual's wish to have the relevant personal data exchanged, either by statement or by affirmative action. If the user is not the person concerned by the data, the online procedure should not affect his or her rights under Regulation (EU) 2016/679.* The *cross-border application of the ‘once-only’ principle should mean* that citizens and businesses should not have to supply the same *data* to public authorities more than once *and that it should also be possible to use this data at the request of the user for the purposes of completing cross-border online procedures involving cross-border users. For the issuing authority, the obligation to use the technical system for the automated exchange of evidence between different Member States should only apply where authorities lawfully issue, in their own Member State, evidence in an electronic format that allows such an automated exchange.*

- (45) *Any cross-border exchange of evidence should have an appropriate legal basis such as in Directives 2005/36/EC, 2006/123/EC, 2014/24/EU and 2014/25/EU or, for the procedures listed in Annex II, under other applicable EU or national law. Where such a legal basis involves processing of personal data, it should be done in accordance with the provisions of Regulation (EU) 2016/679 and Regulation (EC) 45/2001.*
- (46) *This Regulation should lay down, as a general rule, that the cross-border automated exchange of evidence takes place at the explicit request of the user. This requirement should not apply where the relevant Union or national law allows for automated cross-border data exchange without an explicit user request.*
- (47) *The use of the technical system should remain voluntary and the user should remain free to submit evidence by other means outside the technical system established by this Regulation. The user should have the possibility to preview the evidence and the right to choose not to proceed with the exchange of evidence in cases where the user, after previewing the evidence to be exchanged, discovers that the information is inaccurate, out-of-date, or goes beyond what is necessary for the procedure at hand. The data included in the preview should not be stored beyond what is strictly technically necessary.*
- (48) *The secure technical system that should be set up to enable the exchange of evidence under this Regulation should also give requesting competent authorities certainty that the evidence has been provided by the right issuing authority. **Before accepting information provided by a user in the context of a procedure, the competent authority should be able to verify the information in case of doubts and conclude that it is accurate.***

- (49) *A number of existing building blocks offer basic capabilities that can be used to set up the technical system, such as the existing Connecting Europe Facility<sup>21</sup> (CEF) eDelivery and eID building blocks. These building blocks comprise technical specifications, sample software and supporting services, and aim at ensuring interoperability between Member States existing ICT systems so that citizens, businesses and administrations can benefit from seamless digital public services wherever they may be in Europe.*
- (50) Such a system should be available in addition to other systems providing mechanisms for cooperation between authorities, such as IMI ■ and should not affect other systems, including the system foreseen in Article 4 of Regulation (EC) No 987/2009, the European Single Procurement Document under Directive (EU) 2014/24 of the European Parliament and of the Council<sup>22</sup>, *the Electronic Exchange of Social Security Information (EESSI) under Regulation (EC) No 987/2009, the European Professional Card under Directive 2005/36/EC*, the interconnection of national registers, the interconnection of central, commercial and company registers under Directive (EU) 2017/1132 of the European Parliament and of the Council<sup>23</sup> and of insolvency registers under Regulation (EU) 2015/848 of the European Parliament and of the Council<sup>24</sup>.

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<sup>21</sup> *Regulation (EU) No 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation (EU) No 913/2010 and repealing Regulations (EC) No 680/2007 and (EC) No 67/2010 (OJ L 348, 20.12.2013, p. 129).*

<sup>22</sup> Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

<sup>23</sup> *Directive (EU) 2017/1132 of the European Parliament and of the Council of 14 June 2017 relating to certain aspects of company law (codification) (OJ L 169, 30.6.2017, p. 46).*

<sup>24</sup> Regulation (EU) 2015/848 of the European Parliament and of the Council of 20 May 2015 on insolvency proceedings (OJ L 141, 5.6.2015, p. 19).

- (51) In order to ensure uniform conditions for the implementation of a technical system allowing for the exchange of evidence, implementing powers should be conferred on the Commission to detail, in particular technical **and operational** specifications of a system for processing of the request from the user for evidence to be exchanged, transfer of such evidence, measures necessary to ensure integrity and confidentiality of the transfer. Those powers should be exercised in accordance with Regulation (EU) No 182/2011 of the European Parliament and of the Council<sup>25</sup>.
- (52) *With a view to ensuring a high level of security of the technical system for the cross-border application of the ‘once-only’ principle, when adopting implementing acts setting out the specifications for such a technical system, the Commission should take due account of the standards and technical specifications drawn up by European and international standardisation organisations and bodies, in particular the European Committee for Standardisation (CEN), the European Telecommunications Standards Institute (ETSI), the International Organisation for Standardisation (ISO) and the International Telecommunication Union (ITU), in accordance with Article 32 of Regulation (EU) 2016/679 and Article 22 of Regulation (EC) No 45/2001.*
- (53) *Where necessary in order to ensure the development, availability, maintenance, supervision, monitoring and security management of the parts of the technical system for which the Commission is responsible, the Commission should request the advice of the European Data Protection Supervisor.*

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<sup>25</sup> Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by Member States of the Commission’s exercise of implementing powers (OJ L 55, 28.2.2011, p. 13).

(54) The compliance with the quality criteria should be the responsibility of the competent authorities and the Commission in relation to the information, procedures and services which they are responsible for. The national coordinators and the Commission should, *at regular intervals*, supervise compliance with the quality *and security* criteria at national and Union level respectively, and address any problems that arise. *The national coordinators should in addition assist the Commission in monitoring the functioning of the technical system enabling the cross-border exchange of evidence.* This Regulation should give the Commission a ■ range of means to address any deterioration in the quality of services offered through the gateway, depending on the seriousness and persistence of such deterioration, which would include involving the gateway coordination group. This should not prejudge the overall responsibility of the Commission regarding the monitoring of the compliance with this Regulation.

- (55) This Regulation should specify the main functionalities of the technical tools supporting the functioning of the gateway, in particular the common user interface, the repository for links and the common assistance service finder. *The common user interface should ensure that users can easily find information, procedures and assistance and problem solving services on national and Union level websites. Member States and the Commission should aim at providing links to a single source of the information required for the gateway to avoid confusion among the users caused by different, fully or partly duplicative sources of the same information. This should not prevent linking to the same information offered by local or regional competent authorities regarding different geographical areas. It should also not prevent some duplication of information where this is unavoidable or desirable, for instance where some EU rights, obligations and rules are repeated or described on national webpages to improve user-friendliness. To minimise human intervention in the updating of the links to be used by the common user interface, a direct connection between the relevant technical systems of the Member States and the repository of links should be established, where technically possible. The common ICT support tools may use the Core Public Services Vocabulary (CPSV) to facilitate interoperability with national service catalogues and semantics. Member States should be encouraged to use the CPSV, but may decide to use national solutions. The information included in the repository should be made publicly available in open, commonly used and machine-readable format, for example by application programming interfaces (APIs), to enable its reuse.*



- (56) *The search facility of the common user interface should lead users to the information they need wherever it is on Union or national level webpages. In addition, as an alternative way to guide users to useful information, it will continue to be helpful to create links between existing and complementary websites or webpages, streamlining and grouping them together as much as possible, and to create links between Union and national level online service and information.*
- (57) *This Regulation should also specify quality requirements for the common user interface. The Commission should ensure that the common user interface complies with those requirements and in particular it should be available and accessible online through various channels and be easy to use.*
- (58) In order to ensure uniform conditions for *the* implementation of the technical solutions supporting the gateway, implementing powers should be conferred on the Commission to specify, *where necessary, applicable standards, interoperability requirements in order to facilitate findability* of the information *on rules and obligations, on* procedures and *on* assistance *and* problem solving services under the Member States' and Commission's responsibilities █ . Those powers should be exercised in accordance with Regulation (EU) No 182/2011. █
- (59) *This Regulation should also clearly allocate the responsibility regarding the development, availability, maintenance and security the ICT applications supporting the gateway between the Commission and Member States. As part of their maintenance tasks, the Commission and the Member States should regularly monitor the proper functioning of the tools.*

- (60) In order to develop the full potential of the different areas of information, the procedures and assistance and problem solving services that should be included in the gateway, the awareness of the target audiences about their existence and operation needs to be improved significantly. Their inclusion in the gateway should make it much easier for users to find the information, procedures and assistance and problem solving services they need, even where they are not familiar with any of them. In addition, a coordinated promotional effort will be needed to ensure that citizens and business across the Union will become aware of the existence of the gateway and of the advantages it offers. ***Promotional activities should include search engine optimisation and other online awareness raising actions, as these are most cost-effective and have the potential to reach the largest possible target audience.*** For maximum efficiency, promotional actions should be coordinated within the framework of the coordination group and Member States should adjust their promotional efforts so that there is a common brand reference in all relevant contexts, with a possibility of co-branding the single digital gateway with national initiatives.
- (61) ***The European Parliament and all other Union institutions, bodies and agencies are encouraged to promote the gateway by including links to the gateway and its logo in all relevant webpages within their respective responsibilities.***
- (62) ***The name by which the gateway is to be known and promoted to the general public should be 'Your Europe'. The common user interface should be prominent and easily found, particularly on relevant Union and national webpages. The logo of the gateway should be visible on relevant Union and national websites.***

- (63) In order to obtain adequate information for measuring *and improving* the performance of the single digital gateway, this Regulation *should require the competent authorities and the Commission to collect and analyse the* data related to the use of the different information areas, procedure and services offered through the gateway. *The collection of statistics, such as number of visits to specific webpages, number of users within a Member State as compared with users from other Member States, search terms used, most visited webpages, referral websites, or number, origin and subject matter of requests for assistance, should improve the functioning of the gateway by helping to identify the audience, to develop promotional activities and to improve the quality of the services offered. The collection of data should take into account the annual eGovernment Benchmarking done by the Commission to avoid any duplication.*
- (64) In order to lay down uniform rules on the method of *collecting* and exchange of *user* statistics, the Commission should be empowered to adopt implementing acts. Those powers should be exercised in accordance with Regulation (EU) No 182/2011.

(65) The *quality of the single digital gateway depends on the quality of Union and national services provided through the gateway. Therefore, the* quality of the information, procedures, assistance and problem solving services available through the gateway should be *regularly* monitored *also* through a user feedback tool that will ask users **■** to assess *and give feedback on* the coverage and quality of the information, procedure or assistance and problem solving service which they have used. This feedback will be collected in a common tool to which the Commission, the competent authorities and the national coordinators should have access. In order to ensure uniform conditions for implementation of this Regulation in relation to the *common* functionalities of **■** user feedback *tools* and the modalities *for* the collection and sharing of the user feedback, implementing powers should be conferred on the Commission. Those powers should be exercised in accordance with Regulation (EU) No 182/2011. *The Commission should publish in anonymised form online summary overviews of the problems emerging from the information collected in accordance with Article 26(1), the main user statistics referred to in Article 24 and the main user feedback referred to in Article 25.*

- (66) This Regulation should also allow users to signal, voluntarily and anonymously, through an internal market feedback tool included in the gateway, any problems and difficulties encountered by them while exercising their internal market rights. This tool should be considered only as complementary to the complaint handling mechanisms since it cannot offer a personalised response to users. The received input should be combined with **aggregated** information from assistance and problem solving services about the cases they have handled, to produce an overview of the internal market as perceived by its users and to identify problem areas for possible future actions to improve the functioning of the internal market. ***This overview should be linked to existing reporting tools such as the Single Market Scoreboard.***
- (67) ***The right of the Member States to decide who should carry out the role of the national coordinator should remain unaffected by this Regulation. Member States should be able to adapt functions and responsibilities in relation to the gateway to their internal administrative structures. Member States should be able to appoint additional national coordinators to carry out the tasks under this Regulation alone or jointly with others, for a division of the administration, a geographic region, or according to another criterion. Member States should inform the Commission of the single national coordinator they have appointed for contacts with the Commission.***

- (68) A coordination group composed of the national coordinators and chaired by the Commission should be set up with a view to facilitate the application of this Regulation, in particular by exchanging best practices and working together to improve the consistency of the presentation of information as required by this Regulation. The work of the group should ***take into account*** the objectives set out in the annual work programme, ***which the Commission should submit to the coordination group for consideration. The annual work programme should take the form of guidelines or recommendations without binding effect on the Member States. The Commission, upon the request of the European Parliament, may decide to invite Parliament to send experts to attend meetings of the gateway coordination group.***
- (69) ***This Regulation should clarify which parts of the gateway are to be financed through the Union budget and which are for the responsibility of the Member States. The Commission should assist the Member States in identifying reusable ICT building blocks and financing available through various Union level funds and programmes that can contribute to covering the costs for ICT adaptations and developments needed at national level to comply with this Regulation. The budget required for the implementation of this Regulation should be compatible with the applicable Multiannual Financial Framework.***

- (70) *Member States are encouraged to coordinate, exchange and collaborate more with each other to increase their strategic, operational, research and development capacities in the area of cybersecurity, in particular via the implementation of the network and information security (NIS) Directive (EU) 2016/1148 of the European Parliament and of the Council<sup>26</sup> to strengthen the security and resilience of their public administration and services. Member States are encouraged to increase the security of transactions and to ensure a sufficient degree of confidence in electronic means by using the eIDAS framework and in particular adequate assurance levels. Member States may take measures in accordance with Union law to safeguard cybersecurity and to prevent identity fraud or other forms of fraud.*
- (71) Where the measures provided for in this Regulation entail the processing of personal data, they should be carried out in accordance with Union law on the protection of personal data, in particular ■ Regulation (EU) 2016/679 and [the new Regulation replacing Regulation (EC) No 45/2001]. *Directive (EU) 2016/680 of the European Parliament and of the Council<sup>27</sup> also applies in the context of this Regulation. As provided for in Regulation (EU) 2016/679, Member States may maintain or introduce further conditions, including limitations, with regard to the processing of data concerning health, and they may provide for more specific rules on the processing of employees' personal data in the employment context.*

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<sup>26</sup> *Directive (EU) 2016/1148 of the European Parliament and of the Council concerning measures for a high common level of security of network and information systems across the Union (OJ L 194, 19.7.2016, p. 1).*

<sup>27</sup> *Directive (EU) 2016/680 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, and on the free movement of such data, and repealing Council Framework Decision 2008/977/JHA (OJ L 119, 4.5.2016, p. 89).*

- (72) *This Regulation should promote and facilitate streamlining of governance arrangements for the services covered by the gateway. For this purpose the Commission should, in close cooperation with the Member States, review the existing governance arrangements and adapt them where necessary, in order to avoid duplication and inefficiencies.*
- (73) The objective of this Regulation is to ensure that users who operate in other Member States have online access to comprehensive, reliable, **accessible** and understandable Union and national information on rights, rules and obligations, to online procedures that are fully transactional cross-border and to assistance and problem solving services. As this cannot be sufficiently achieved by the Member States the Union may adopt measures, in accordance with the principle of subsidiarity as set out in Article 5 TFEU. In accordance with the principle of proportionality, as set out in that Article, this Regulation does not go beyond what is necessary in order to achieve those objectives.
- (74) In order for the Member States and the Commission to develop and implement the necessary tools to give effect to this Regulation, certain of its provisions should apply from two years after the date of entry into force. *Municipal authorities should be given until four years after the entry into force for the provision of information regarding rules, procedures and assistance and problem solving services within their responsibility. The provisions regarding procedures to be offered fully online, cross-border access to online procedures and the technical system for the cross-border automated exchange of evidence (once-only principle) should be implemented at the latest by five years after the entry into force of this Regulation.*



- (75) This Regulation respects the fundamental rights and observes the principles recognised in particular by the Charter of Fundamental Rights of the European Union, and should be implemented in accordance with those rights and principles.
- (76) The European Data Protection Supervisor was consulted in accordance with Article 28(2) of Regulation (EC) N° 45/2001 and delivered an opinion on *1 August 2017*<sup>28</sup>,

HAVE ADOPTED THIS REGULATION:

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<sup>28</sup> *OJ C 340, 11.10.2017, p. 6.*

Chapter I  
General provisions

Article 1  
Subject matter

1. This Regulation *lays down rules for*:
  - (a) **■** the establishment and operation of a single digital gateway to provide citizens and businesses with easy access to high quality **■** information, effective assistance and problem solving services and efficient procedures regarding Union and national rules applicable to citizens and businesses exercising or intending to exercise their rights derived from Union law in the field of the internal market, within the meaning of Article 26(2) TFEU;
  - (b) **■** the use of procedures by users from other Member States and *for* the implementation of the ‘once only’ principle *for the procedures listed in Annex II to this Regulation and the procedures provided for in Directives 2005/36/EC, 2006/123/EC, 2014/24/EU and 2014/25/EU*;
  - (c) **■** reporting on obstacles in the internal market based on the collection of user feedback and statistics from the services covered by the gateway.
2. *Where the provisions of this Regulation conflict with a provision of another Union act governing specific aspects of the subject matter covered by this Regulation, the provision of that other Union act shall prevail.*
3. *This Regulation shall not affect the substance of nor the rights granted through any procedure laid down at the Union or national level in any of the areas covered by this Regulation. Nor shall it affect measures taken in accordance with Union law to safeguard cybersecurity and prevention of fraud.*

## Article 2

### Establishment of the single digital gateway

1. A single digital gateway ('the gateway') shall be established by the Commission and **the Member States** in accordance with this Regulation. The gateway shall consist of a common user interface ■ managed by the Commission (**'the common user interface'**), **integrated in the Your Europe portal and giving access** to relevant national and Union **webpages**.
2. The gateway shall give access to:
  - (a) information on rights, obligations and rules laid down in Union and national law, which are applicable to users exercising or intending to exercise their rights derived from Union law in the field of the internal market in areas listed in Annex I;
  - (b) information on **online and offline procedures** and links to **online** procedures established at Union or national level in order to **enable users to** exercise **the** rights and comply with **the** obligations and rules **in the field of the internal market in areas listed in Annex I, and including procedures covered by Annex II**;
  - (c) information on and links to assistance and problem solving services which citizens and businesses can refer to with questions or problems related to their rights, obligations or procedures referred to in points (a) and (b), listed in Annex III and referred to in Article 7.
3. The common user interface ■ shall be accessible in all official languages of the Union.

Article 3  
Definitions

For the purposes of this Regulation, the following definitions shall apply:

- (1) ‘user’ means anyone who is a citizen of the Union, a natural person residing in a Member State or a legal person having its registered office in a Member State, and who accesses the information, the procedures, or the assistance or problem solving services, referred to in Article 2(2), through the gateway;
- (2) *‘cross-border user’ means a user in a situation which is not confined in all respects within a single Member State);*
- (3) ‘procedure’ means a sequence of actions that must be taken by users to satisfy the requirements or obtain from a competent authority a decision in order to be able to exercise their rights as referred to in point (a) of Article 2(2);
- (4) ‘competent authority’ means any Member State body or authority established at either national, regional or local level with specific responsibilities relating to the information, procedures, assistance and problem solving services covered by this Regulation;
- (5) ‘evidence’ means any document or data, including text or sound, visual or audiovisual recording, irrespective of the medium used, **required** by a competent authority to prove facts or compliance with requirements for procedures referred to in point (b) of Article 2(2).

Chapter II  
Gateway services

Article 4  
Access to information

1. Member States shall ensure that users have easy, online access to the following on their national webpages:
  - (a) information about the rights, obligations and rules referred to in point (a) of Article 2(2), which are derived from national law;
  - (b) information about the procedures referred to in point (b) of Article 2(2), which are established at national level;
  - (c) information about the assistance and problem solving services, referred to in point (c) of Article 2(2), which are provided at national level.
  
2. The Commission shall ensure that users have easy, online access to the following in the single portal referred to in Article 2(1):
  - (a) information about rights, obligations and rules referred to in point (a) of Article 2(2), which are derived from Union law;
  - (b) information about the procedures referred to in point (b) of Article 2(2), which are established at Union level;
  - (c) information about the assistance and problem solving services referred to in point (c) of Article 2(2), which are provided at Union level.

## **Article 5**

### ***Access to information not included in Annex I***

- 1. The Member States and the Commission may provide links to information not listed in Annex I which are offered by competent authorities, the Commission or bodies, offices and agencies of the Union, provided that this information is within the scope of the gateway as defined in point (a) of Article 1(1) and complies with the quality requirements laid down in Article 9.***
- 2. The links to the information shall be provided in accordance with Article 19(2) and (3).***
- 3. The Commission may activate the links, after verifying whether the conditions of paragraph 1 are met and after consulting the gateway coordination group.***

## Article 6

### ■ Procedures *to be offered fully online*

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1. *Each Member State* shall ensure that users can *access and complete any of* the procedures listed in Annex II fully online, *where the relevant procedure is established in the Member State concerned*.
  2. The procedures, referred to in paragraph 1, shall be considered as fully online where identification, provision of information, supporting evidence, signature and final submission can be:
    - (a) *done* electronically at a distance; ■
    - (b) *via a service channel which enables users to fulfill the requirements related to the procedure in a user-friendly and structured way;*
    - (c) *in a way that ensures delivery of an automatic acknowledgement of receipt, unless the output of the procedure is delivered immediately;*
    - (d) *where the output of the procedure is also delivered electronically, or where necessary to comply with applicable Union or national law by physical delivery;*  
*and*
    - (e) *where users are provided with an electronic notification of completion of the procedure.*

3. Where, *in justified exceptional cases of overriding reasons of public interest in the areas of public security, public health or the fight against fraud*, the objective pursued **█** cannot be *fully* achieved *online*, *Member States may require* the user to appear in person before the competent authority *as a step in the procedure*. *In those exceptional cases*, Member States shall limit such physical presence to what is strictly necessary and objectively justified and shall ensure that other steps of the procedure can be completed fully online. They shall notify such exceptions to the Commission. *Member States should also ensure that physical presence requirements do not result in discrimination against cross-border users*.
4. *Member States shall notify and explain the grounds and circumstances for the cases in which physical presence may be required for the procedural steps referred to in paragraph 3 and the cases of physical delivery referred to in point (d) of paragraph 2 in a common repository accessible for the Commission and the other Member States*.
- █**
5. **█** This Article shall *not* prevent Member States from offering users the additional possibility of accessing and completing procedures as referred to in point (b) of Article 2(2) by other means than an online channel, *or from contacting users directly*.



## Article 7

### Access to assistance and problem solving services

1. Member States and the Commission shall ensure that users, **including cross-border users**, have easy, online access **through different channels** to the assistance **and** problem solving services referred to in point (c) of Article 2(2).
2. The national coordinators and the Commission may provide links to assistance and problem solving services offered by competent authorities, the Commission or bodies, offices and agencies of the Union, other than those listed in Annex III, in accordance with Article **19**(2) and (3) if such services comply with the quality requirements laid down in Articles **11** and **16**.
3. Where necessary to meet the needs of the users, the national coordinator may propose to the Commission, that links to assistance or problem solving services provided by private or semi-private entities are included in the gateway where **their** services **■** meet the following conditions:
  - (a) the service offers information or assistance within the areas and for the purposes covered by this Regulation and is complementary to services already included in the gateway;
  - (b) the service is offered free of charge or at a price which is affordable for micro-enterprises, **non-profit organisations** or citizens;
  - (c) the service complies with the requirements laid down in Articles **8**, **11** and **16**.

4. Where the national coordinator has proposed the inclusion of a link in accordance with paragraph 3 *of this Article*, and provides such link in accordance with Article 19(3), the Commission shall assess whether the conditions in ■ paragraph 3 *of this Article* are met *by the service to be included through the link*, and if so, it shall activate the link.

*Where the Commission finds that the conditions in paragraph 3 are not met by the service to be included, it shall inform the national coordinator about the reasons for not activating the link.*

#### *Article 8*

##### *Quality requirements related to web accessibility*

*The Commission shall make its websites and webpages through which it grants access to the information referred to in Article 4(2) and to the assistance and problem solving services referred to in Article 7 more accessible by making them perceivable, operable, understandable and robust.*

Chapter III  
Quality requirements

SECTION 1

QUALITY REQUIREMENTS RELATED TO INFORMATION ON RIGHTS, OBLIGATIONS AND RULES, ON  
PROCEDURES AND ON ASSISTANCE AND PROBLEM SOLVING SERVICES

Article 9

Quality of information on rights, obligations and rules

1. **Where Member States and the Commission** ■ are responsible *in accordance with Article 4* for ensuring access to information as referred to in point (a) of Article 2(2), **they shall ensure** that *such* information complies with the following requirements:
  - (a) *it is user-friendly, enabling the user to easily find and understand the information and to easily identify which parts of the information are relevant for their particular situation;*
  - (b) it is ■ accurate and *sufficiently comprehensive to cover* information that users need to know in order to exercise their rights in full compliance with applicable rules and obligations;
  - (c) it includes references, links to legal acts, technical specifications and guidelines, where relevant;

- (d) it includes the name of the *competent authority or* entity responsible for the content of the information;
- (e) it includes contact details *of any relevant assistance or problem solving services, such as a phone number, an e-mail address, an online enquiry form or any other commonly used means of electronic communication that is most suitable for the type of service offered and for the target audience of that service;*
- (f) it includes the date of the last update of the information, *if any, or where the information has not been updated, the date of* publication of the information;
- (g) it is well-structured and presented so that users can quickly find the information they need;
- (h) it is kept up-to-date;
- (i) it is written in clear and plain language adapted to the needs of the target users.

2. The *Member States* shall *make* the information *referred to in paragraph 1 of this Article accessible in a language broadly understood by the largest possible number of cross-border users, in accordance with Article 12.*

## Article 10

### Quality of information on procedures

1. The **Member States** and the Commission shall, for the purposes of complying with Article 4, ensure that users have access to a **sufficiently comprehensive**, clear and user-friendly explanation of the following elements of the procedures referred to in **point (b) of Article 2(2)**. **Such access should be available, where applicable, before users have to identify themselves** prior to launching the procedure:
  - (a) the **relevant** steps of the procedure **to be taken by the user, including any exception under Article 6(3) to the obligation of Member States to offer the procedure fully online**;
  - (b) **the name of the competent authority or entity responsible for the procedure, including its contact details**;
  - (c) the accepted means of authentication, identification and signature for this procedure;
  - (d) the type and format of evidence ■ to be submitted;
  - (e) the means of redress or appeal which are **generally** available in the event of disputes with the competent authorities ■ ;
  - (f) ■ the applicable fees and the online method of payment;
  - (g) ■ any ■ deadlines **to be respected by the user or by the competent authority; where no deadlines exist, the average, estimated or indicative time the competent authority needs to complete the procedure**;
  - (h) **any rules or legal consequences for the users of a lack of reply from the competent authority, including tacit approval or administrative silence arrangements**;
  - (i) **any additional** language ■ in which the procedure can be carried out.

2. *If no tacit approval, administrative silence or similar arrangements exist, competent authorities shall, where applicable, inform users of any delays and of any extension of deadlines or the consequences thereof.*
3. Where the explanation referred to in paragraph 1 is already made available for **non-cross-border** users, it may be **used or** reused for the purposes of this Regulation, provided that it contains information in relation to the situation of **cross-border** users, where applicable.
4. The **Member States** shall **make** the explanation referred to in paragraph 1 **of this Article accessible in a language broadly understood by the largest possible number of cross-border users, in accordance with Article 12.**

## Article 11

### Quality of information on assistance and problem solving services

1. The *Member States* and the Commission shall, for the purposes of complying with Article 4, ensure that users have access to a clear and user-friendly explanation of the following before submitting a request for a service as referred to in point (c) of Article 2(2):
  - (a) the type, purpose and expected results of the service offered;
  - (b) the **■** contact details of *the* entities responsible for the service *such as a phone number, e-mail address, an online enquiry form or any other commonly used means of electronic communication that is most suitable for the type of service offered and for the target audience of that service*;
  - (c) where relevant, the applicable fees and the online method of payment;
  - (d) *any applicable deadlines to be respected and where no deadlines exist, an average, or estimated time required to deliver the service* **■** ;
  - (e) *any additional* language **■** in which the request can be submitted and which can be used in subsequent contacts.
2. The *Member States* shall *make* the explanation referred to in paragraph 1 *of this Article accessible in a language broadly understood by the largest possible number of cross-border users, in accordance with Article 12.*

**Article 12**  
**Translation of information**

- 1. Where the Member States do not provide the information, explanations and instructions set out in Articles 9, 10 and 11, and in point (a) of Article 13(2) in an official language of the Union broadly understood by the largest possible number of cross-border users, they shall request translations in that language, within the limits of the available budget as referred to in point (c) of Article 32(1).**
- 2. The Member States shall ensure that these translations cover at least the basic information in all areas listed in Annex I and, where sufficient budget is available, any further information, explanations and instructions as referred to in Articles 9, 10 and 11, and in point (a) of Article 13(2), taking account of the most important needs of cross-border users. The Member States shall provide the links to such translated information to the repository for links.**
- 3. The language referred to in paragraph 1 shall be the official language of the Union that is most widely studied as a foreign language by users across the Union, except where the information, explanations or instructions to be translated are expected to be of sole predominant interest for cross-border users originating from a single other Member State. In such cases the language referred to in paragraph 1 may be the official language of the Union used as the first language by those cross-border users.**
- 4. Where a Member State requests a translation in another official language of the Union than the foreign language most widely studied by users across the Union, it shall duly motivate its request. Where the Commission finds that the conditions referred to in paragraph 3 for the choice of another language are not met, it may refuse the request and inform the Member State.**



SECTION 2  
REQUIREMENTS RELATED TO ONLINE PROCEDURES

Article 13

Cross-border access to online procedures

1. *Member States shall ensure that, where a procedure referred to in point (b) of Article 2(2) and established at national level can be accessed and completed online by non-cross-border users, it can also be accessed and completed online by cross-border users in a non-discriminatory way through the same or an alternative technical solution.*
2. The *Member States* shall ensure that *for* the procedures referred to in *paragraph 1 of this Article* , at least the following requirements are met:
  - (a) users are able to access and receive instructions for completing the procedure in *an* official language of the Union *that is broadly understood by the largest possible number of cross-border users, in accordance with Article 12;*
  - (b) users are not *able to submit the required information, including where the structure of such information differs from similar information in the Member State concerned;*
  - (c) *cross-border* users are able to identify *and authenticate* themselves, sign *or seal documents electronically*, as provided for under Regulation (EU) No 910/2014, *in all cases where this is also possible for non-cross-border users;*

- (d) users are able to provide evidence of compliance with applicable requirements *receive the outcome of the procedures* in electronic format *in all cases where this is also possible for non-crossborder users*;
- (e) where the completion of a procedure requires a payment, users are able to pay any fees online through *widely available* cross-border payment services, *without discrimination based on the place of establishment of the payment service provider, the place of issue of the payment instrument or the location of the payment account within the Union*.

3. Where *the procedure does not require electronic identification or authentication as referred to in point (c) of paragraph 2 and where* competent authorities *are allowed under applicable national law or administrative practices to* accept digitalised copies of non-electronic evidence of identity such as identity cards or passports for *non-cross-border* users, they shall accept such digitalised copies for *cross-border* users ■ .

Article 14

***Technical system for the cross-border automated exchange of evidence  
(‘once only’ principle)***

1. For the purpose of the exchange of evidence for online procedures listed in Annex II and procedures provided for in Directives 2005/36/EC, 2006/123/EC, 2014/24/EU and 2014/25/EU, a technical system for the automated exchange of evidence between competent authorities in different Member States (‘the technical system’) shall be established by the Commission in cooperation with the Member States.
2. ***Where competent authorities lawfully issue, in their own Member State, evidence in an electronic format that allows automated exchange and which is relevant for the online procedures referred to in paragraph 1, they shall also make such evidence available to requesting competent authorities from other Member States in an electronic format allowing automated exchange.***

3. The technical system shall, *in particular*:
- (a) *enable the processing of requests for evidence upon the explicit request of the user;*
  - (b) ■ enable the processing of requests for evidence to be *accessed or* exchanged;
  - (c) ■ allow the transmission of evidence between competent authorities;
  - (d) ■ allow the processing of the evidence by the *requesting* competent authority;
  - (e) ■ ensure the confidentiality and integrity of the evidence;
  - (f) *enable the possibility for* the user ■ *to preview the evidence to be used by the requesting authority and allow the user to choose to not proceed with the exchange of evidence;*
  - (g) *ensure an adequate level of interoperability with other relevant systems;*
  - (h) *ensure a high level of security for the transmission and processing of evidence;*
  - (i) *not process evidence beyond what is technically strictly necessary for the exchange of evidence, and only for the duration necessary for that purpose.*
4. *The use of the technical system referred to in paragraph 1 shall not be obligatory for the users and shall only be allowed upon their explicit request unless otherwise provided under Union or national law. The users shall be able to submit evidence by means other than the technical system and directly to the requesting competent authority.*
5. *The possibility to preview the evidence as referred to in point (f) of paragraph 3 of this Article does not have to be offered for procedures where the automated cross-border data exchange without such preview is allowed under applicable Union or national law. This preview is without prejudice of the information required by Articles 13 and 14 of Regulation (EU) 2016/679.*

6. Member States shall integrate the *fully operational* technical system as part of the procedures referred to in paragraph 1.
7. The competent authorities responsible for *the* online procedures referred to in paragraph 1 shall, upon an explicit *freely given, specific, informed and unambiguous* request of the user *concerned*, request evidence directly from competent authorities issuing evidence in other Member States through the technical system. The issuing *competent* authorities shall, *in accordance with point (e) of paragraph 3* , make such evidence available through the same system.
8. The evidence made available *to the requesting competent authority* shall be strictly limited to what has been requested and shall only be used by the requesting authority for the purpose of the procedure for which the evidence was exchanged. *The evidence exchanged through the technical system shall, for the purposes of the requesting authority, be deemed to be authentic.*
9. *By ... [two years and a half before the date set out in the fourth paragraph of Article 39] at the latest*, the Commission shall adopt implementing acts to set out the *technical and operational* specifications of the technical system necessary for the implementation of this Article. Those implementing acts shall be adopted in accordance with the procedure referred to in Article 37(2).
10. Paragraphs 1 to 7 shall not apply to procedures established at Union level which provide for different mechanisms for the exchange of evidence, unless the technical system referred to in paragraph 1 is integrated into those procedures in accordance with the rules of the Union acts that establish them.
11. *The Commission and the Member States shall be responsible for the development, availability, maintenance, supervision, monitoring and security management of their respective parts of the technical system.*

## Article 15

### *Verification of evidence between Member States*

*Where the technical system referred to in Article 14 of this Regulation, or other systems allowing for the exchange or verification of evidence between Member States are not available or not applicable or where the user does not request the use of the technical system, competent authorities shall cooperate through the Internal Market Information system (IMI), established by Regulation (EU) No 1024/2012, where necessary to verify the authenticity of evidence submitted to a competent authority in an electronic format by the user for the purpose of an online procedure.*

## SECTION 3

### QUALITY REQUIREMENTS RELATED TO ASSISTANCE AND PROBLEM SOLVING SERVICES

## Article 16

### Quality requirements related to assistance and problem solving services

The competent authorities and the Commission shall ensure, ***within their respective competences***, that the services listed in Annex III and the services that have been included in the gateway in accordance with Article 7(2), (3) and (4) comply with the following quality requirements:

- (a) ***the assistance and problem solving services are provided within a reasonable timeframe taking into account the complexity of the request;***
- (b) ***when deadlines are extended***, users are informed in advance of the reasons thereof and ***of*** a new deadline **■** given;
- (c) where the provision of a service requires a payment, users are able to pay any fees online through ***widely available*** cross-border payment services, ***without discrimination based on the place of establishment of the payment service provider, the place of issue of the payment instrument or the location of the payment account within the Union.***

SECTION 4  
QUALITY MONITORING

Article 17  
Quality monitoring

1. The national coordinators and the Commission shall, ***within their respective responsibilities, regularly*** monitor the compliance of the information, procedures and assistance and problem solving services available through the gateway ■ , with the quality requirements laid down in Articles ***8 to 13 and 16***. The monitoring shall be carried out on the basis of the data gathered in accordance with ***Articles 24 and 25***.
  
2. In case of ***a*** deterioration in the quality of the ***information, procedures and assistance or problem solving*** services referred to in paragraph 1, provided by the competent authorities, the Commission ***shall*** take ***one or more*** of the following measures having regard to the seriousness and persistence of the deterioration:
  - (a) inform the relevant national coordinator and ***ask for*** remedial action;
  - (b) submit ■ for discussion ***in*** the coordination group ***recommended actions to improve the compliance with the quality requirements***;
  - (c) send a letter with recommendations to the Member State;
  - (d) temporarily disconnect the information, procedure, assistance or problem solving service from the gateway.
  
3. Where an assistance or problem solving service to which links are provided in accordance with Article 7(3) consistently does not comply with requirements laid down in ***Articles 11 and 16***, or no longer meets the needs of the users as indicated by the data gathered in accordance with ***Articles 24 and 25***, the Commission may disconnect it from the gateway, ***after consultation with the relevant national coordinator and, where necessary, with the gateway coordination group***.

Chapter IV  
Technical solutions

Article 18  
Common user interface

1. The Commission shall, *in close cooperation with the Member States*, provide a common user interface, *integrated in the portal 'Your Europe'*, to ensure the proper functioning of the gateway.
2. The common user interface shall give access to the information, procedures and assistance or problem solving services by means of links to the relevant national and Union level websites *or webpages included* in the repository referred to in Article 19.
3. Member States and the Commission, acting in accordance with their respective roles and responsibilities, as provided for under Article 4, shall ensure that the information *on rules and obligations, on* procedures and *on* assistance and problem solving services *is* organised **■** and marked in a way that improves *its* findability through the *common* user interface.



4. *The Commission shall ensure that the common user interface complies with the following quality requirements:*
- (a) *it shall be easy to use;*
  - (b) *it shall be accessible online through various electronic devices;*
  - (c) *it shall be developed and optimised for different web browsers;*
  - (d) *it shall meet the following web accessibility requirements: perceivability, operability, understandability and robustness.*
5. The Commission may adopt implementing acts laying down *interoperability requirements to improve the findability* of the information *on rules and obligations, on* procedures and *on* assistance *and* problem solving services *through* the common user interface. Those implementing acts shall be adopted in accordance with the procedure referred to in Article 37(2).

Article 19  
Repository *for* links

1. The Commission, *in close cooperation with the Member States*, shall establish and maintain an electronic repository for links to the information, procedures and assistance and problem solving services referred to in Article 2(2) allowing the connection between such services and the common user interface **■** .
2. The Commission shall provide the links to the information, procedures and assistance and problem solving services accessible on the webpages managed at Union level, *in* the repository *for* links, *and it shall keep these links accurate and up-to-date*.
3. The national coordinators shall provide the links to the information, procedures and assistance and problem solving services accessible on the webpages managed by competent authorities or private or semi-private entities as referred to in Article 7(3), *in* the repository *for* links, *and they shall keep these links accurate and up-to-date*.  
**■**
4. *Where technically possible, the provision of the links referred to in paragraph 3 may be done automatically between the relevant technical systems of the Member States and the repository for links.*
5. The Commission shall make the *information* included in the repository publicly available *in open and machine-readable format*.

6. The Commission and the national coordinators shall ensure that the *links to* information, procedures and assistance or problem solving services offered through the gateway do not contain any unnecessary full or partial duplication *and overlaps* that *are* likely to confuse users.
7. Where the making available of information referred to in Article 4 is provided for in other *provisions* of Union *law*, the national coordinators and the Commission may provide links to that information to comply with the requirements of that Article.

## Article 20

### Common assistance service finder

1. In order to facilitate access to assistance and problem solving services listed in Annex III and referred to in Article 7(2) and (3), the competent authorities and the Commission shall ensure that users can access them through the common assistance and problem solving service finder ('the common assistance service finder') available through the gateway.
2. The Commission shall develop and manage the common assistance service finder, and decide on the structure and format in which the descriptions and contact details of the assistance and problem solving services need to be provided, to enable the proper functioning of the common assistance service finder.
3. The national coordinators shall provide the descriptions and contact details as referred to in paragraph 2 to the Commission.

## Article 21

### Responsibilities for *ICT* applications supporting the gateway

1. The Commission shall be responsible for the development, availability, ***monitoring, updating***, maintenance, security and hosting of the following *ICT* applications and webpages:
  - (a) the single portal referred to in Article 2(1);
  - (b) the common user interface referred to in Article 18(1), ***including the search engine or any other ICT tool that enables searchability of web information and services***;
  - (c) the repository ***for*** links referred to in Article 19(1);
  - (d) the common assistance service finder referred to in Article 20;
  - (e) the user feedback tools referred to in Article 25(1) and point (a) of Article 26(1).

***The Commission shall work in close cooperation with the Member States to develop the ICT applications.***

2. ***The Member States*** shall be responsible for the development, availability, ***monitoring, updating***, maintenance and security of *ICT* applications related to ***their national websites and*** webpages ***that*** they are managing and which are linked to the common user interface.

## Chapter V

### Promotion

#### Article 22

##### Name, *logo* and quality label

1. The name **■** by which the gateway *is to* be known and promoted to the general public, *shall be 'Your Europe'*.


*The logo by which the gateway shall be known and promoted to the general public shall be decided by the Commission in close cooperation with the gateway coordination group, at the latest by ... [six months after the date of entry into force of this Regulation].*

*The logo of the gateway and link shall be made visible and available on the relevant Union and national level websites linked to the gateway.*

2. *As proof of adherence to the quality requirements referred to in Chapter III, the name and the logo of the gateway shall also serve as a quality label which may only be used in that sense by information websites and assistance and problem solving services included in the repository referred to in Article 19 **■**.*

## Article 23

### Promotion

1. The *Member States* and the Commission shall promote the awareness and the use of the gateway amongst citizens and businesses and shall ensure *findability* and visibility of the gateway and its *information, procedures and assistance* services through search engines accessible to the public.
2. The *Member States* and the Commission shall coordinate their promotion activities referred to in paragraph 1 and shall refer to the gateway *and use* its logo  in such activities together with any other brand names as appropriate.
3. The *Member States* and the Commission shall ensure that the gateway is easily findable through the related *websites* for which they are responsible and that clear links to the *common user interface are available on* all relevant websites *at Union and national level*.
4. The national coordinators shall promote the gateway within national authorities.

Chapter VI  
Collection of user feedback and statistics

Article 24  
User statistics

1. The competent authorities and the Commission shall ensure that statistics are collected in relation to users' visits on the gateway and the webpages to which the gateway links ***in a way that guarantees anonymity of the users***, in order to improve the functionality of the gateway.
2. The competent authorities, ***the providers of assistance services as referred to in Article 7(3)***, and the Commission shall ***collect*** and exchange, in an aggregated way, the numbers, the origin and the subject matter of requests for assistance and problem solving services and their response times.
3. ***The statistics collected in accordance with paragraphs 1 and 2, in relation to the information, procedures and assistance and problem solving services to which the gateway links include the following data categories:***
  - (a) ***data related to the number, origin and type of users of the gateway;***
  - (b) ***data related to the user preferences and user journeys;***
  - (c) ***data related to the usability, findability and quality of the information, procedures and assistance and problem solving services.***

***These data shall be made available to the public in open and commonly used, machine-readable format.***

4. The Commission shall adopt implementing acts laying down the method of *collecting* and exchange of *user* such statistics *referred to in paragraphs 1, 2 and 3*. Those implementing acts shall be adopted in accordance with the procedure referred to in Article 37(2).

## Article 25

### User feedback on the services of the gateway

1. In order to gather direct information from users about their satisfaction with the services provided within the gateway *and the information made available therein*, the Commission shall provide users through the gateway with a user-friendly tool *that enables users to provide feedback*, allowing them to comment anonymously, immediately after using any of the services referred to in Article 2(2), on *the* quality and availability of the services provided through the gateway, *of the information made available therein* and of the common user interface.
2. The competent authorities and the Commission shall *give users access* to this tool on all webpages that are part of the gateway. █
3. The Commission, *the competent authorities* and the national coordinators shall have direct access to the user feedback collected through this tool in order to *be able to* address any problems raised.



4. The competent authorities are not required to *give users access on their webpages that are part of the gateway to* the user feedback tool referred to in paragraph 1, ■ where a user feedback *tool with* similar functionalities ■ is *already* available on *their* webpages to monitor service quality. The competent authorities shall collect the user feedback received through *their own* user feedback tool and shall share it with the Commission and the national coordinators of the other Member States.
5. The Commission shall adopt implementing acts laying down rules for the collection and sharing of the user feedback. Those implementing acts shall be adopted in accordance with the procedure referred to in Article 37(2).

## Article 26

### Reporting on the functioning of the internal market

1. The Commission shall:
  - (a) provide users of the gateway with a user-friendly tool to signal **and give feedback** anonymously **on any** obstacles encountered by them in exercising their internal market rights;
  - (b) collect **aggregated** information from the assistance and problem solving services about the subject matter of requests and responses.
2. ***The Commission, the competent authorities and the national coordinators shall have direct access to the feedback collected in accordance with point (a) of paragraph 1.***
3. Member States and the Commission shall analyse and investigate the problems raised and address them wherever possible, by appropriate means.

## Article 27

### Online summary overviews

***The Commission shall publish in an anonymised form online summary overviews of the problems emerging from the information collected in accordance with Article 26(1), the main user statistics referred to in Article 24 and the main user feedback referred to in Article 25.***

Chapter VII  
Governance of the gateway

Article 28  
National coordinators

1. Each Member State shall appoint a national coordinator. In addition to █ their obligations in accordance with Articles 7, 17, 19, 20, 23 and 25, the national coordinators shall:
  - (a) act as █ contact point *their administration* for all matters relating to the gateway;  
█
  - (b) promote the uniform application of Articles 9 to 16 within *competent* authorities;
  - (c) ensure that recommendations referred to in point (c) of Article 17(2) are properly implemented.
2. *Each Member State may, in addition, appoint one or more coordinators in order to carry out any of the tasks listed in paragraph 1, in accordance with its internal administrative structure. A single national coordinator for each Member State shall be responsible for contacts with the Commission for all matters relating to the gateway.*
3. *The Member States* shall inform the other Member States and the Commission of the name and contact details of *their* national coordinator.

## Article 29

### Coordination group

The coordination group *is hereby established* ('the gateway coordination group') **■**. It shall be composed of *one* national *coordinator for each Member State* and shall be chaired by a representative of the Commission. It shall adopt its rules of procedure. The Commission shall provide the secretariat.

## Article 30

### Tasks of the gateway coordination group

1. The gateway coordination group shall support the implementation of *this Regulation*. In particular it shall:
  - (a) facilitate the exchange and regular updating of best practice;
  - (b) *encourage the uptake of fully online procedures beyond those included in Annex II to this Regulation, and online means of authentication, identification and signatures, in particular as provided for in Regulation (EU) No 910/2014;*
  - (c) discuss improvements to the *user-friendly* presentation of information within the areas listed in Annex I, *in particular on the basis of the data collected in accordance with Article 24 and Article 25;*

- (d) *assist the Commission in developing the common ICT solutions supporting the gateway;*
- (e) discuss the draft annual work programme;
- (f) assist the Commission in monitoring the execution of the annual work programme;
- (g) *discuss additional information provided in accordance with Article 5 with a view to encouraging other Member States to provide similar information, where relevant to the users;*
- (h) assist the Commission in monitoring the compliance with the requirements set out in *Article 8 to 16, in accordance with Article 17;*
- (i) inform about the implementation of Article 6(1);
- (j) *discuss* and recommend actions to the competent authorities and the Commission with a view to avoiding or eliminating unnecessary duplication of the services available through the gateway;
- (k) provide opinions on procedures or measures to address efficiently any problems with the quality of the services raised by users or suggestions for its improvement;

- (l) *discuss the application of the principles of security by design and privacy by design in the context of this Regulation;*
- (m) *discuss issues related to the collection of the user feedback and statistics referred to in Articles 24 and 25, so that the services offered at Union and national level are continuously improved;*
- (n) discuss issues related to quality requirements of the services offered through the gateway;
- (o) *exchange best practices and* assist the Commission for the organisation, structure and presentation of services referred to in Article 2(2), *to enable the proper functioning of* the common user interface;
- (p) facilitate the development and implementation of the coordinated promotion;
- (q) cooperate with the governance bodies of information, assistance or problem solving services or networks;
- (r) *provide guidance on the additional official language or languages of the Union to be used by national authorities in accordance with Articles 9(2), 10(4) and 11(2), and point (a) of Article 13(2).*

2. The Commission may consult the coordination group on any matter relating to the application of this Regulation.

Article 31  
Annual work programme

1. The Commission shall adopt the annual work programme which shall specify, in particular:
  - (a) actions *for* the specific presentation of information within the areas listed in Annex I *and to facilitate the timely implementation of the requirements to provide information by competent authorities at all levels, including municipal level;*
  - (b) actions ■ to *facilitate* compliance with Articles 6 and 13;
  - (c) actions required to ensure the consistent compliance with the requirements set out in Articles 9 to 12;
  - (d) activities related to the promotion of the gateway in line with Article 23.
2. When preparing the draft annual work programme the Commission shall take account of user *statistics and* feedback collected in accordance with *Articles 24 and 25 and of any suggestions made by Member States*. Prior to adoption, the Commission shall submit the draft annual work programme to the coordination group for discussion.

Chapter VIII  
Final provisions

Article 32  
Costs

1. The general budget of the European Union shall cover the costs of:
  - (a) development and maintenance of the **ICT** tools supporting the implementation of this Regulation at Union level;
  - (b) promotion of the gateway at Union level;
  - (c) translation of **information, explanations and instructions in accordance with Article 12 within** a maximum **annual** volume per Member State, **without prejudice to possible reallocation where necessary to enable full use of the available budget.**
2. The costs related to national webportals, information platforms, assistance services and procedures established at Member State level shall be borne from the respective budgets of the Member States, unless otherwise provided for in Union legislation.



### Article 33

#### Protection of personal data

Processing of personal data within the framework of this Regulation by competent authorities *shall comply* with **■** Regulation (EU) 2016/679. Processing of personal data by the Commission within the framework of this Regulation, shall comply with the provisions of [the new Regulation replacing Regulation 45/2001].

### Article 34

#### Cooperation with other information and assistance networks

1. *After consulting the Member States*, the Commission shall decide which existing informal governance arrangements for any of the assistance or problem solving services listed in Annex III or for any of the areas of information covered by Annex I shall be integrated in the gateway coordination group.
2. Where the information and assistance services or networks have been created by a *legally* binding Union act for any of the areas of information covered by Annex I, the Commission shall coordinate the work of the gateway coordination group and the governance bodies of such services or networks with a view to achieve synergies and to avoid duplication.



### Article 35

#### Internal Market Information System

1. The Internal Market Information System established by Regulation (EU) No 1024/2012 shall be used for the purposes of *and in accordance with Article 6(4) and Article 15*.
2. The Commission may decide to use IMI as an electronic repository *for* links as provided for in Article *19*(1).

**Article 36**  
Reporting and review

By ... [four years after the entry into force of this Regulation] and once every two years thereafter, the Commission shall review the application of this Regulation and submit to the European Parliament and the Council an assessment report on the functioning of the gateway and on the functioning of the internal market on the basis of the statistics and feedback collected in accordance with Articles **24, 25 and 26**. The review will, in particular, evaluate the scope of Article **14**, taking into account technological, market and legal developments concerning the exchange of evidence between competent authorities.



**Article 37**  
Committee procedure

1. The Commission shall be assisted by a committee. That committee shall be a committee within the meaning of Regulation (EU) No 182/2011.
2. Where reference is made to this paragraph, Article 5 of Regulation (EU) No 182/2011 shall apply.

Article 38  
Amendment to Regulation (EU) No 1024/2012

Regulation (EU) No 1024/2012 is amended as follows:

(1) Article 1 is replaced by the following:

“Article 1  
Subject matter

This Regulation lays down rules for the use of an Internal Market Information System (‘IMI’) for administrative cooperation, including processing of personal data, among *the IMI actors as defined in Article 5(g).*”;

(2) Article 3(1) is replaced by the following:

“1. IMI shall be used for exchanges of information, including of personal data, among the IMI actors and the processing of that information for the purposes of either of the following:

- (a) administrative cooperation required in accordance with the acts listed in the Annex;
- (b) administrative cooperation subject to a pilot project carried out in accordance with Article 4.”;

(3) the second paragraph of Article 5 is amended as follows:

(a) point (a) is replaced by the following:

“(a) ‘IMI’ means the electronic tool provided by the Commission to facilitate administrative cooperation *among IMI actors*.”;

(b) point (b) is replaced by the following:

“(b) ‘administrative cooperation’ means the collaboration between IMI actors by exchanging and processing information for the purpose of better application of Union law.”;

(c) point (g) is *replaced by the following*:

“(g) ‘*IMI actors*’ means *the competent authorities, the IMI coordinators, the Commission and the Union bodies, offices and agencies*.”;

(4) In Article 8(1) the following point is added:

“(f) ensuring coordination with Union bodies, offices and agencies and granting them access to IMI”;

(5) Article 9(4) is replaced by the following:

“4. Appropriate means shall be put in place by the Member States, the Commission and **■** Union bodies, offices and agencies to ensure that IMI users are allowed to access personal data processed in IMI only on a need-to-know basis and within the internal market area or areas for which they were granted access rights in accordance with paragraph 3.”;

(6) Article 21 is amended as follows:

(a) paragraph 2 is replaced by the following:

“2. The European Data Protection Supervisor shall be responsible for monitoring and ensuring the application of the provisions of this Regulation when the Commission or **■** Union bodies, offices and agencies, in their role as IMI actors, process personal data. The duties and powers referred to in Articles 58 and 59 of [Regulation (EU) No XX/201Y\*+] shall apply accordingly.

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\* *OJ...*”;

(b) paragraph 3 is replaced by the following:

“3. The National Supervisory Authorities and the European Data Protection Supervisor, each acting within the scope of their respective competences, shall cooperate with each other to ensure coordinated supervision of IMI and its use by IMI actors in accordance with Article 62 of [Regulation (EU) No XX/201Y+].”;

(c) paragraph 4 is deleted;

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+ OJ: please insert the reference.

(7) Article 29(1) is deleted;

(8) In the Annex, the following *points 12 and 13 are* added:

“12. **Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC\* (General Data Protection Regulation): Article 56, Articles 60 to 66 and Article 70(1)**

13. Regulation (EU) XX/201Y]<sup>+</sup> of the European Parliament and of the Council on establishing a single digital gateway to information, procedures, assistance and problem-solving services and amending Regulation (EU) No 1024/2012<sup>\*\*</sup>: **Articles 6(4), 15) and 19.**

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\* **OJ L 119, 4.5.2016, p. 1)**

\*\* **OJ : ...<sup>++</sup>”.**

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<sup>+</sup> OJ: Please insert the number of this amending Regulation.

<sup>++</sup> OJ: Please insert the OJ reference of this amending Regulation.

Article 39

Entry into force

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

Article 2, **Article 4**, **Articles 7 to 11** **Article 12**, Article **16**, Article **17**, Article **18(1) to (4)**, Article **19**, Article **20**, Article **24(1) and (3)**, Article **25(1) to (4)**, Article **26 and Article 27** shall apply from ... [two years after entry into force of this Regulation].

**Article 6**, **Article 13 and Article 14(1) to (8) and (10)** shall apply from ... [five years after entry into force of this Regulation].

*Notwithstanding the date of application for Articles 2, 9, 10 and 11 (municipalities/municipal authorities) shall make the information, explanations and instructions referred to in these Articles available at the latest by ... [four years after entry into force of this Regulation].*

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at ...,

*For the European Parliament*

*For the Council*

*The President*

*The President*

## ANNEX I

List of areas of information relevant for citizens and business exercising their Single Market rights referred to in point (a) of Article 2(2)

Areas of information areas related to citizens:

Area	INFORMATION REGARDING RIGHTS, OBLIGATIONS AND RULES <i>ARISING FROM UNION AND NATIONAL LAW</i>
Travel within the Union	<ul style="list-style-type: none"><li>- Documents required of Union citizens, their family members who are not Union citizens, minors travelling alone, non-Union citizens when travelling across borders within the Union (ID card, visa, passport )</li><li>- rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages or linked travel arrangements</li><li>- assistance in case of reduced mobility when travelling in and from the Union</li><li>- transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union</li><li>- voice calling and sending and receiving electronic messages and electronic data within the Union</li></ul>



<p>Work and retirement within the Union</p>	<ul style="list-style-type: none"> <li>- seeking employment in another Member State</li> <li>- taking up employment in another Member State</li> <li>- recognition of qualifications with a view to employment in another Member State</li> <li>- taxation in another Member State</li> <li>- <i>mandatory liability and insurance rules linked to residence or occupation in another Member State</i></li> <li>- terms <i>and conditions</i> of employment, <i>including for posted workers, stipulated by law or statutory instrument</i> (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissal and redundancies)</li> <li>- equal treatment (rules against discrimination in the workplace, equal pay for men and women, equal pay for employees on fixed-term / permanent employment contracts)</li> <li>- health and safety obligations in relation to different types of activity</li> <li>- social security rights and obligations in the Union including those related to getting pensions</li> </ul>
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Vehicles in the Union	<ul style="list-style-type: none"> <li>- taking a motor vehicle temporarily or permanently to another Member State</li> <li>- acquiring and renewing a driving license</li> <li>- taking out mandatory motor insurance</li> <li>- buying and selling a motor vehicle in another Member State</li> <li>■</li> <li>- national traffic rules and requirements for drivers, <i>including general rules for the use of the national road infrastructure: time-based charges (vignette), distance-based charges (toll), emission stickers</i></li> </ul>
Residence in another Member State	<ul style="list-style-type: none"> <li>- moving temporarily or permanently to another Member State</li> <li>- <i>purchasing and selling of property, including any conditions and obligations related to taxation, ownership, or use of property, including as secondary residence</i></li> <li>- participating in municipal elections and elections to the European Parliament</li> <li>- requirements for residence cards for Union citizens and their - family members, including family members who are not Union citizens</li> <li>- <i>conditions for naturalisation for nationals from another Member State</i></li> <li>- <i>rules in case of death and repatriation of remains to another Member State</i></li> </ul>

<p>Education or traineeship in another Member State</p>	<ul style="list-style-type: none"> <li>- <i>education system in another Member State, including early childhood education and care, primary and secondary education, higher education and adult learning</i></li> <li>■</li> <li>- volunteering in another Member State</li> <li>- traineeships in another Member State</li> <li>- conducting research in another Member State as part of an education programme</li> </ul>
<p>Healthcare</p>	<ul style="list-style-type: none"> <li>- getting medical treatment in another Member State</li> <li>- buying prescribed pharmaceutical products in Member State other than the one where the prescription was issued, on-line or in person</li> <li>- <i>health insurance rules for short or long term stay in another Member State, including how to apply for a European Health Insurance Card</i></li> <li>- <i>general frame of information on access rights or obligations to participate in available public preventive healthcare measures</i></li> <li>- <i>services provided through national emergency numbers, including 112 and 116 numbers</i></li> <li>- <i>rights and conditions for moving to a residential care home</i></li> </ul>

<p>Cross-border <i>citizens and</i> family rights, obligations and rules</p>	<ul style="list-style-type: none"> <li>- birth, custody for minor children, parental responsibilities, <b><i>rules on surrogacy and adoption, including second-parent-adoption,</i></b> maintenance obligations in relation to children in a cross-border family situation</li> <li>- living in a couple with different nationalities <b><i>including same-sex couples</i></b> (marriage, <b><i>civil or registered partnership,</i></b> separation, divorce, marital property rights, the rights of cohabitants)</li> <li>- <b><i>rules of gender recognition</i></b></li> <li>- rights <b><i>and obligations</i></b> in relation to succession in another Member State, <b><i>including tax rules</i></b></li> <li>- <b><i>rights and rules in case of cross-border parental child abduction</i></b></li> </ul>
<p><b><i>Consumer rights</i></b></p>	<ul style="list-style-type: none"> <li>- buying goods, <b><i>digital content or</i></b> services from another Member State (including financial ), on-line or in person</li> <li>- holding a bank account in another Member State</li> <li>- connection to utilities, such as gas, electricity, water, <b><i>household waste disposal,</i></b> telecom and internet</li> <li>- payments, including credit transfers, delays in cross-border payments</li> <li>- consumer rights and guarantees related to buying goods and services, <b><i>including procedures for consumer dispute resolution and compensation</i></b></li> <li>- <b><i>safety and security of consumer products</i></b></li> <li>- <b><i>renting a motor vehicle</i></b></li> </ul>
<p><b><i>Protection of personal data</i></b></p>	<ul style="list-style-type: none"> <li>- <b><i>exercising data subjects' rights regarding the protection of personal data</i></b></li> </ul>

Areas of information related to businesses:

Area	INFORMATION REGARDING RIGHTS, OBLIGATIONS AND RULES
Starting, running and closing a business	<ul style="list-style-type: none"> <li>- registering, <i>changing the legal form of or closing</i> a business (registration procedures and legal forms for carrying out business)</li> <li>- <i>moving a business to another Member State</i></li> <li>- intellectual property rights (applying for a patent, registering a trademark, a drawing or a design, getting a license for reproduction)</li> <li>- fairness and transparency in commercial practices, including consumer rights and guarantees related to selling goods and services</li> <li>- offering online facilities for cross-border payments when selling goods and services online</li> <li>- rights and obligations arising under contract law, including late payment interests</li> <li>- insolvency proceedings and liquidation of companies</li> <li>- credit insurance</li> <li>- mergers of companies or selling a business</li> <li>- <i>civil liability of directors of a company</i></li> <li>- <i>rules and obligations regarding the processing of personal data</i></li> </ul>

Staff	<ul style="list-style-type: none"> <li>- terms of employment <i>stipulated by law or satutory instrument</i> (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissals and redundancies)</li> <li>- social security rights and obligations in the Union (registering as employer, registering employees, notifying the end of contract of an employee, paying social contributions, rights and obligations related to pensions)</li> <li>- employment of workers on other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers)</li> <li>- equal treatment (rules against discrimination in the workplace, equal pay for men and women, equal pay for employees on fixed-term / permanent employment contracts)</li> <li>- rules on staff representation</li> </ul>
Taxes	<ul style="list-style-type: none"> <li>- VAT: information on the general rules, rates and exemptions, registering for and paying VAT, <i>obtaining</i> a refund</li> <li>- excise duties: information on the general rules, rates and exemptions, <i>registration for excise tax purposes and payment of excise tax, obtaining a refund</i></li> <li>- <i>customs duties and other taxes and duties collected on imports</i></li> <li>- <i>customs procedures for imports and exports under the Union Customs Code</i></li> <li>- other taxes: payment, rates, <i>tax returns</i></li> </ul>

Goods	<ul style="list-style-type: none"> <li>- obtaining CE marking</li> <li>- <b><i>product rules and requirements</i></b></li> <li>- identifying applicable standards, technical specifications and getting products certified</li> <li>- mutual recognition of products not subject to Union- specifications</li> <li>- requirements regarding classification, labelling and packaging for hazardous chemicals</li> <li>- distance/off-premises selling: information to be given to customers in advance, confirmation of the contract in writing, withdrawal from a contract, delivering of the goods, other specific obligations</li> <li>- defective products: consumer rights and guarantees, after-sale responsibilities, means of redress for an injured party</li> <li>- certification, labels (EMAS, energy labels, Eco-design, EU eco-label)</li> <li>- recycling and waste management</li> </ul>
Services	<ul style="list-style-type: none"> <li>- acquiring licenses, authorisations or permits with a view to starting <b><i>and operating</i></b> a business</li> <li>- notifying the authorities of cross-border activities</li> <li>- recognition of professional qualifications, <b><i>including vocational education and training</i></b></li> </ul>

Funding a business	<ul style="list-style-type: none"> <li>- getting access to finance at the Union level, including Union funding programmes and business grants</li> <li>- getting access to finance at national level</li> <li>- initiatives addressed to entrepreneurs (exchanges organised for new entrepreneurs, mentoring programmes etc.)</li> </ul>
Public contracts	<ul style="list-style-type: none"> <li>- participating in public tenders: rules and procedures</li> <li>- submitting a bid online in response to a public call for tender</li> <li>- reporting irregularities in relation to the tender process</li> </ul>
Health and safety at work	<ul style="list-style-type: none"> <li>- health and safety obligations in relation to different types of activity, including prevention of risks, information and training</li> </ul>



## ANNEX II

### Procedures referred to in Article 6(1)

Life events	Procedures	Expected output <i>subject to an assessment of the application by the competent authority in accordance with their national law, where relevant</i>
Birth	Requesting <i>proof of registration of birth</i>	<i>Proof of registration of birth or birth certificate</i>
<b>Residence</b>	<b>Requesting proof of residence</b>	<b>Confirmation of registration at the current address</b>
Studying	Applying for a <i>tertiary education study financing, such as study grants and loans from a public body or institution</i>	<i>Decision on the application for financing or acknowledgement of receipt</i>
	<i>Submitting an initial application for admission in public higher education institution</i>	<i>Confirmation of the receipt of application</i>

Working	<i>Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/2004<sup>29</sup></i>	<i>Decision on applicable legislation</i>
	<i>Notifying changes in personal or professional circumstances of the person receiving social security benefits, relevant for such benefits</i>	<i>Confirmation of receipt of notification of change</i>
	<i>Application for European Health Insurance Card (EHIC)</i>	<i>European Health Insurance Card (EHIC)</i>
	<i>Requesting academic recognition of diplomas, certificates or other proof of studies or courses</i>	<i>Decision on the request for recognition</i>
	<i>Submitting an income tax declaration</i>	<i>Confirmation of the receipt of the declaration</i>

<sup>29</sup> *Regulation (EC) No 883/2004 of the European Parliament and of the Council of 29 April 2004 on the coordination of social security systems (OJ L 166, 30.4.2004, p. 1).*

Moving	Registering a change of address	Confirmation <i>of the deregistration at the previous address and</i> of the registration of the new address
	█	█
	Registering a motor vehicle <i>originating from or already registered in an EU Member State, in standard procedures</i> <sup>30</sup>	<i>Proof of registration of a motor vehicle</i>
	<i>Obtaining stickers for the use of the national road infrastructure: toll or vignette issued by a public body or institution</i>	<i>Receipt of toll sticker or vignette or other proof of payment</i>
	<i>Obtaining emission stickers issued by a public body or institution</i>	<i>Receipt of emission sticker or other proof of payment</i>

<sup>30</sup> *This covers the following vehicles: (a) any motor vehicle or trailer as referred to in Article 3 of Directive 2007/46/EC of the European Parliament and of the Council (OJ L 263, 9.10.2007, p. 1) and (b) any two or three-wheel motor vehicle, whether twin-wheeled or otherwise, intended to travel on the road, as referred to in Article 1 of Directive 2002/24/EC of the European Parliament and of the Council (OJ L 124, 9.5.2002, p. 1).*

Retiring	Claiming pension and pre-retirement benefits from <i>compulsory</i> schemes	<i>Confirmation of the receipt of the claim or</i> decision regarding the claim for a pension or pre-retirement benefits
	<i>Requesting information on the data related to pension from compulsory schemes</i>	<i>Statement of personal pension data</i>

Starting a business	<i>Notification of business activity, permissions of business activity, changes of business activity and the termination of a business activity not involving insolvency or liquidation procedures, excluding the initial registration of a business activity with the business register and</i> excluding procedures concerning the constitution of <i>or any subsequent filing by</i> companies or firms within the meaning of the second paragraph of Article 54 TFEU	Confirmation of the <i>receipt of notification or change, or of the request for permission of business activity</i>
	Registration of an employer (a natural person) with <i>compulsory</i> pension and insurance schemes	<i>Confirmation of registration or</i> social security registration number
	Registration of employees with <i>compulsory</i> pension and insurance schemes	<i>Confirmation of registration or</i> social security registration number
	<i>Submitting a corporate tax declaration</i>	<i>Confirmation of the receipt of the declaration</i>

Doing business	Notification to the social security schemes of the end of contract with an employee, <i>excluding procedures for the collective termination of employee contracts</i>	Confirmation of the receipt of the notification
	Payment of social contributions for employees	Receipt or other form of confirmation of payment of social contributions for employees

### ANNEX III

List of the assistance and problem solving services referred to in point (c) of Article 2(2)

- (1) Points of Single Contact<sup>31</sup>
- (2) Product Contact Points<sup>32</sup>
- (3) Construction Product Contact Points<sup>33</sup>
- (4) National Assistance Centres for Professional Qualifications<sup>34</sup>
- (5) Health Contact Points<sup>35</sup>
- (6) EURES<sup>36</sup>
- (7) *Online Dispute Resolution*<sup>37</sup>

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<sup>31</sup> *Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the internal market (OJ L 376, 27.12.2006, p. 36).*

<sup>32</sup> *Regulation (EC) No 764/2008 of the European Parliament and of the Council of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State and repealing Decision No 3052/95/EC (OJ L 218, 13.8.2008, p. 21).*

<sup>33</sup> *Regulation (EU) No 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC (OJ L 88, 4.4.2011, p. 5).*

<sup>34</sup> *Directive 2005/36/EC of the European Parliament and of the Council of 7 September 2005 on the recognition of professional qualifications (OJ L 255, 30.9.2005, p. 22).*

<sup>35</sup> *Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on the application of patients' rights in cross-border healthcare (OJ L 88, 4.4.2011, p. 45).*

<sup>36</sup> *Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016 on a European network of employment services (EURES), workers' access to mobility services and the further integration of labour markets, and amending Regulations (EU) No 492/2011 and (EU) No 1296/2013 (Text with EEA relevance) (OJ L 107, 22.04.2016, p. 1).*

<sup>37</sup> *Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (OJ L 165, 18.6.2013, p. 1).*