

# EURO-LATIN AMERICAN PARLIAMENTARY ASSEMBLY



## **RESOLUTION:**

### **on a Digital Agenda in the EU and the LAC countries**

on the basis of the report by the Committee on Sustainable Development, Environment,  
Energy Policy, Research, Innovation and Technology

Co-rapporteurs: Adolfo Rodríguez Súa (Parlatino)  
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**Thursday, 22 September 2016 – Montevideo**

## **EUROLAT –Resolution of 22 September 2016 – Montevideo**

[based on the report by the Committee on Sustainable Development, the Environment, Energy Policy, Research, Innovation and Technology]

### **on a Digital Agenda in the EU and the LAC countries**

*The Euro-Latin American Parliamentary Assembly,*

- having regard to the Universal Declaration of Human Rights,
- having regard to the Digital Agenda for Latin America and the Caribbean (eLAC2018) adopted by the Fifth Ministerial Conference on the Information Society in Latin America and the Caribbean on 7 August 2015 in Mexico City,
- having regard to the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights,
- having regard to the American Convention on Human Rights, Pact of San José, Costa Rica,
- having regard to the Commission communication of 6 May 2015 entitled ‘A Digital Single Market Strategy for Europe’ (COM(2015)0192),
- having regard to the European Parliament report of 14 April 2016 entitled ‘Protection of individuals with regard to the processing of personal data’ (A8-0139/2016),
- having regard to the Thematic Report of the Senior Officials Working Group on ICT of 14 March 2016, Fifth EU-CELAC Senior Officials Meeting in Brussels, Belgium,
- having regard to the European Parliament resolution of 10 March 2016 entitled ‘Towards a thriving data-driven economy’ (2015/2612(RSP)),
- having regard to the Political declaration, Brussels declaration and action plan of the Second EU-CELAC summit of 11 June 2015,
- having regard to the European Parliament report of 21 December 2015 entitled ‘Towards a digital single market act’ (A8-0371/2015),
- having regard to Decision (EU) 2015/2240 of the European Parliament and of the Council of 25 November 2015 establishing a programme on interoperability solutions and common frameworks for European public administrations, businesses and citizens (ISA<sup>2</sup> programme), as a means for modernising the public sector,
- having regard to the Commission communication of 2 July 2014 entitled ‘Towards a thriving data-driven economy’ (COM(2014)0442),
- having regard to the Commission Communication of 19 April 2016 entitled ‘European Cloud Initiative: Building a competitive data and knowledge economy in Europe’ (COM(2016)178),

- having regard to the Commission Communication of 19 April 2016 entitled ‘EU eGovernment action plan 2016-2020: Accelerating the digital transformation of government (COM(2016)179),
  - having regard to the Regulation of the European Parliament and of the Council entitled ‘The protection of individuals with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)’ (COM(2012) 011),
  - having regard to Regulation (EU) No 2015/2120 of the European Parliament and of the Council laying down measures concerning open internet access and amending Directive 2002/22/EC on universal service and users’ rights relating to electronic communications networks and services and Regulation (EU) No 531/2012 on roaming on public mobile communications networks within the Union,
  - having regard to the report of the UN Economic Commission for Latin America and the Caribbean (ECLAC), published in 2012 and entitled ‘The digital economy for structural change and equality’,
  - having regard to the resolution on the right to education and digital literacy adopted by the XVII Ordinary Assembly of the Latin American Parliament on 2 December 2011,
- A. whereas the world is undergoing a digital revolution that impacts on our daily, political, social, economic and cultural lives and whereas genuine access to information and communication technologies (ICT) is a new social opportunity to provide everyone with real equal opportunities, overcoming existing geographical and economic gaps, which can have a multiplier effect similar to that of literacy;
  - B. whereas the digital economy is growing worldwide at a rate of 10% a year; outpacing the global economy as a whole;
  - C. whereas new technological developments must help tackle social inequalities and discrimination, create jobs, and promote openness, fairness, transparency, sustainability and accountability in our society;
  - D. whereas the digital transformation is directly affecting the growth and competitiveness of the economy in a global framework;
  - E. whereas the right to digital inclusion includes access to infrastructure and ICT, digital literacy and the appropriation of these technologies, enabling them to be used to generate new resources and knowledge;
  - F. whereas online government applications that stem from the development of information technologies and knowledge can make governance more efficient and transparent by simplifying processes to improve citizens’ quality of life and by improving accessibility for the most vulnerable social categories and those that are further from the centres of power;
  - G. whereas by 2020, it is estimated that 90% of jobs will require digital skills in the EU;
  - H. whereas the World Bank has found that every 10% in broadband connectivity results in

an additional 1.3% in economic growth;

- I. whereas the impact is even greater in Latin America and the Caribbean since, according to the Inter-American Development Bank, a 10% increase in broadband service penetration in the region would result in an average increase of 3.2% in GDP and a 2.6% increase in productivity;
- J. whereas the deployment of next-generation broadband networks and efficient and coordinated radio spectrum management are essential in order to harness the economic growth potential offered by new technological developments such as cloud computing, the Internet of things, 'Big Data' or future 5G networks;
- K. whereas investment in information and communication technologies will have a greater impact where they are accompanied by a propitious economic and legal environment, infrastructure, user abilities, and an innovation system, which means that the role played by the state in these areas is of prime importance;
- L. whereas the EU has identified the Digital Agenda as one of the seven pillars of the Europe 2020 strategy, which sets out the EU's sustainable growth targets (green, smart, inclusive) by 2020;
- M. whereas the Digital Single Market (DSM) Strategy adopted on 6 May 2015 aims to reinvigorate the DSM project and is focused on three pillars: boosting access of consumers and businesses to digital goods and services, developing the conditions for digital networks and services to prosper, and making the best of the growth potential of digital economy;
- N. whereas significant results have already been achieved; whereas, according to the European Commission's Digital Agenda Targets Progress Report 2015, 68% of European citizens had access to fast broadband at the end of 2014, although there is a great deal of unevenness between the most developed urban areas and rural areas; whereas the Internet is used by 75% of the public in their daily lives. whereas by contrast, only 14.5% of small and medium-sized companies used the Internet as a channel for e-commerce, while 50% of European citizens make purchases online; whereas there has been growth in e-government throughout the EU, but with major differences between countries, and significant efforts have been made towards creating interoperability solutions and platforms;
- O. whereas the success of Digital Single Market (DSM) Strategy will also depend on the fostering of e-skills for citizens and the promotion of entrepreneurship in e-industries, and therefore on addressing the shortage of qualified ICT skilled employees.
- P. whereas, according to the ECLAC, from 2008 to 2012, Latin America and the Caribbean was the region with the second most rapidly growing internet-using population;
- Q. whereas digital literacy and skills should be promoted at every stage of education and vocational training and should be a priority action for cooperation programmes between the EU and LAC partners;

- R. whereas eGovernment simplifies administrative processes, improves the quality of services and increases the internal efficiency of the public sector; whereas digital public services reduce the administrative burden on businesses and citizens, ensuring that interaction with government authorities becomes faster and more efficient, more convenient and transparent and less expensive;
- S. whereas digital competence must be promoted in all sectors of society, including those in which there is no longer involvement in school education and professional training;
- T. whereas the specific objectives of the European Commission's @LIS and @LIS2 programmes are to promote dialogue and the information society in Latin America, to stimulate and support research into information technologies in Latin America and Europe, to support the homogenisation and harmonisation of regulatory processes in the telecommunications sector in Latin America, in which the Economic Commission for Latin America and the Caribbean (ECLAC) participates, and to support the Action Plan for the Knowledge and Information Society in Latin America and the Caribbean (eLAC 2015);
- U. whereas the Fifth Ministerial Conference on the Information Society in Latin America and the Caribbean adopted the Digital Agenda for Latin America and the Caribbean (eLAC2018) establishing five action fields which are: access and infrastructure; digital economy, innovation and competitiveness; e-government and citizenship; sustainable development and inclusion; and governance for the information society.
- V. whereas the aim of eLAC2018 is to develop a digital ecosystem in Latin America and the Caribbean that builds on a regional integration and cooperation process to strengthen the policies underpinning a society based on knowledge, inclusion and equity, innovation and environmental sustainability;
- W. whereas the Senior Officials Working Group on ICT in its Thematic Report of 14 March 2016 presented at the V EU-CELAC Senior Officials Meeting in Brussels, enumerated a series of concrete bilateral cooperation projects in the ICT area;
- X. whereas new forms of industrialisation ('Industry 4.0') and e-government and technological advances, particularly with regard to automation might also have disruptive effects on the labour market but also will create an equal or greater number of employment opportunities for which new skills will be required; whereas providing these skills for the public is a key condition for the advance of the digital agenda and will ensure that the transformation process will not cause more poverty, unemployment and inequality, but will contribute to shaping a greener, smarter, and more inclusive society in the EU and Latin America;
- Y. whereas the application of the digital agenda opens up major opportunities for cooperation on promoting energy efficiency and combating climate change, specifically by developing projects for smart mobility, smart cities and smart grids;
- Z. whereas ICTs offer the potential to engage in initiatives related to the digitalization of cultural heritage such as digitise, digitally conserve, share and making digitally accessible to a greater extent collections, archives and libraries;

- AA. whereas the overall priority of EU-CELAC cooperation in the field of ICT should be to eliminate the digital divide both between countries and inside countries;
  - AB. whereas the benefits of the digital economy must benefit all our communities collectively in Europe, Latin America and the Caribbean;
  - AC. whereas the gender gap is also apparent as regards the digital agenda, since according to the International Telecommunications Union (ITU), women constitute, on average, 30% of technical operations staff, barely 15% of managerial staff and only 11% of professional planning and strategy staff in the ICT sector;
  - AD. whereas, therefore, digital inclusion can contribute to the economic development of countries, the resolution of social problems and the improvement of people's living conditions;
  - AE. whereas information technologies and knowledge represent means by which the right to freedom of expression and freedom of opinion can be exercised without intermediaries;
1. Calls on governments in the EU and Latin America to introduce, as priority public policy, measures for the development of information and communications technologies as a key driver for the advancement of their citizens, undertakings and the state itself, based on the following axes: infrastructure, e-government, production, education and training, technology and legal framework;

#### **1. Digital economy, jobs and innovation**

2. Recommends making full use of each country's digital potential to create growth and jobs, to stimulate social and generational inclusion and to eliminate the digital divide by introducing new models of interaction;
3. Calls for digital skills to be more robustly promoted in school education and professional training but in particular for the elderly and the unemployed;
4. Underlines the need to increase productivity, growth and innovation in the production sectors through the use of ICTs and boost the digital transformation of microenterprises and small and medium-sized enterprises (SMEs); stresses the importance of pooling efforts to set up the best possible business environment in order to allow start-up companies to operate and space to grow; believes that accelerator programmes for digital start-ups are vital to ensure new companies are given the time and space needed to grow their business models and that these should be available in both rural and urban areas; urges the EU and LAC countries to create incentives in order to encourage the development of an innovation-oriented entrepreneurial culture, especially among young people;
5. Asks the EU and LAC countries to provide regular assessments of the qualitative and quantitative effects of the digital economy on employment and to pool best practice – the digital dividend from gains in digital productivity should benefit everyone;

6. States that in order to promote growth and jobs, capacity-building programmes for companies and training and technological conversion programmes for employees should be a priority and the subject of EU-Latin American cooperation;
7. Advocates the provision of financial, technical and logistical support tailored to the specific needs of the sectors concerned, in order to help the digitisation of traditional industries and local producers, preparing them for the tasks and demands of the future ('Industry 4.0'). This support should also be focused on micro, small and medium sized enterprises (SMEs), as many of those companies are still in the adaptation phase and may need additional support;
8. Calls for the governments of countries in the Bi-regional Partnership to define individualised agendas for the dissemination and use of ICTs in various productive sectors, with special emphasis on agriculture and the agri-food industry, environmental management and sustainable development, and cultural heritage;
9. Urges the EU and Latin America to cooperate on developing methodologies and platforms for learning adapted to different company types, with particular emphasis on small and medium-sized enterprises, and on people with special needs, such as children, those with disabilities and elderly people; stresses the importance of free software as a way of fostering open knowledge and collaborative spaces for the continuous creation of such knowledge;
10. Calls for stepping up active cooperation in the fields of research and innovation, linking up skills centres and supporting consortia especially in the framework of the EU-CELAC Common Research Area;
11. Believes that the development of e-government and e-governance principles should be treated as a key priority to foster innovation in both continents, enhance the internal and external competitiveness as well as make public institutions more transparent; encourages the EU and LAC countries to coordinate their endeavours in the digitalisation process of public administrations in order to make them more efficient, accessible and inclusive to citizens; points out the importance to cooperate for the implementation of e-government and e-democracy tools; stresses the need to focus the modernisation of the public sector also on areas such as digital public procurement, digital healthcare, digital civil registry, public transport and electronic invoicing, in such a way as to ensure greater transparency and facilitate **a more efficient use of resources via collaborative environments for the development of common IT applications that are more accessible** to the public;
12. Highlights the potential of e-democracy and e-participation in enhancing Public Participation in policy-making processes through practical ways that include a better dissemination of information on policy making initiatives by the governments and the parliaments, the possibility to lead consultations to receive citizen's feedbacks and active participation, with the possibility of citizens actively engaging in decision-making processes;

## 2. Inclusion and sustainable development

13. Calls on the EU and LAC countries to take advantage of the dynamics of technological change in the digital field to promote seriously combating digital exclusion and uneven access, in order to include all citizens and guarantee their right to information technology, regardless of income, social situation, gender, disability or geographical location;
14. Insists on promoting an integrated gender equality perspective in public policies on digital development, ensuring full ICT access and use for women and girls, and advancing women's participation and leadership in public and private spaces where decisions are made on digital matters;
15. Advises the EU and LAC countries to use the opportunities of big data technology to improve public data sources, and allow the possibility for citizens to connect with public administrations and develop smart and sustainable solutions in areas such as public transport, smart cities, agriculture and maritime policy;
16. Calls upon the EU and LAC countries to use digitisation as a tool to promote sustainable growth, boost global productivity and competitiveness, enhance quality of life, tackle climate change and energy efficiency. R&D, design, production, use and recycling of ICTs should be coherently environment-friendly and sustainable. Smart ICT solutions should connect countries, regions, cities, and rural communities by means of an open-knowledge-based continuous innovation model, with the consequent optimisation of resources in these places;
17. Calls on the countries of the European Union and Latin America to consider factoring an all-inclusive component into all public policies concerning ICTs, in particular in the field of education and professional training, in order to prevent any economic or educational disparities from continuing to affect internet use potentials; stresses, furthermore, the importance of providing media education to young people in particular, in order to teach them to take a critical approach to content made available via ICTs;

### **3. Access and infrastructure**

18. Supports open standards, in order to help collective work on innovation. Open source and open access accelerate innovation processes and improve research and development; points out, to that end, that interoperability, openness, independence, technology neutrality and portability of information and data generated should be promoted in the development of new ideas, products or services, as a sponsor and an innovation driver;
19. Hopes that the EU and LAC countries cooperate to move forward and promote a fully independent internet governance structure in order to maintain the internet as a transparent and inclusive model of multilateral, multi-stakeholder and democratic governance, based on the principle of the internet as a unique, open, free and stable platform;
20. Urges the EU and LAC countries to guarantee legal certainty for genuine net neutrality and plurality: all internet traffic should be treated equally, without discrimination, restriction or interference, irrespective of its sender, receiver, type, content, device,



service or application. Traffic management measures which block, slow down, alter, restrict, interfere with, degrade or discriminate between specific content, applications or services or specific categories should be allowed only in exceptional cases where they are necessary, and only for as long as necessary, to comply with legal requirements, preserve the integrity and security of the network or prevent impending network congestion; these measures should be transparent, non-discriminatory and proportionate, and should not be based on commercial considerations but on objectively different technical quality of service requirements for specific categories of traffic;

21. Stresses the need to achieve fast broadband connections for all citizens and to promote investment in next-generation broadband networks in order to achieve substantial improvements in service capacity and quality. Investments in broadband connections need to be inclusive and fair and also include full coverage of rural, remote, outermost and disadvantaged areas, to ensure that high speed connectivity can be enjoyed by all citizens, businesses, public administrations, schools and other organisations. Where there is market failure, public support and funding should be made available;
22. Welcomes the construction of a new underwater fibre-optic cable between Europe and Latin America, linking Lisbon (Portugal) with Fortaleza (Brazil), which will bring our continents closer and boost education, research and innovation as well as trade;
23. Calls on the EU and LAC countries to guarantee the freedom to provide electronic communications services in their territories, treating operators without discrimination;
24. Emphasises the importance of investing in a robust and redundant ICT infrastructure as there are cases, for example natural disasters and humanitarian crises, where the resilience of communication services and networks is crucial;
25. Considers that ambitious, targeted actions are needed to improve online access to goods and services, in particular by ending unjustified geo-blocking practices and unfair price discrimination based on geographical location or nationality, which can strengthen the hand of dominant market players and make it more likely for consumers to resort to illegal content; emphasises, at the same time, the importance of retaining arrangements permitting effective funding of a broad and diverse range of cultural content for the general public;
26. Calls on the European Union and Latin America and the Caribbean to guarantee universal access to new technologies, which represent means by which the right to freedom of expression and freedom of opinion can be exercised;

#### **4. Regulation and rights protection**

27. Urges the EU and LAC countries to promote the security of and confidence in Internet use, guaranteeing the right to privacy and the protection of personal data and protection of minors; stresses in this regard the importance of processing in a secure manner the information transmitted online;
28. Calls upon the EU and LAC countries to participate jointly in the current definition of global regulations for new business models, new practices, and new security and

privacy-protection rules;

29. Calls on the EU and LAC countries to engage jointly in multilateral fora on topics of common interest in order to pursue a common agenda in global internet governance, including by being adamant on the fact that human rights and fundamental values apply both online and offline;
30. Considers e-commerce to be a precious asset providing opportunities for small and medium-sized enterprises to grow as well as greater access to goods and services also in remote areas, the countryside and for people with disabilities and less mobility; points out that the increasing development of e-commerce and online activities provides new possibilities for consumer protection and IPR enforcement; urges the EU and LAC countries to work together in order to strengthen and harmonise their legal frameworks on consumer protection, adapt consumer protection regulations to the digital environment and coordinate aspects related to logistics , transportation, electronic payment mechanisms, personal data protection as well as providing legal certainty and easy access to product information;
31. Highlights the role of ICTs and of a Digital Agenda in the field of human rights; believes the internet has become a key enabler of rights such as freedom of expression and assembly, giving the possibility to communicate, organise, and share critical information, such as on human rights violations; underlines, at the same time, how ICTs could be a double-edged sword as many human rights violation now often include a technology component;
32. Highlights the fact that the fast-growing number of attacks on networks calls for a coordinated response from the EU and LAC countries in order to prevent and combat cybercrime through cybersecurity strategies and policies and ensure a common high level of security of network and information systems; stresses the need to update legislation and capacity-building as well as promote local and regional coordination between computer security incident response teams;
33. Stresses also the need to establish a legal definition of acts such as cyberbullying and grooming;
34. Suggests that – as the Digital Agenda is a process in constant flux, pressured by technological developments and economic, social and environmental necessities – all Euro-Latin American Parliamentary Assembly summits should conduct an analysis of changes to the digital agenda and of the state of EU-Latin American cooperation in this regard;
35. Instructs its Co-Presidents to forward this resolution to the Presidency of the EU-LAC Summit, the Council of the European Union and the European Commission, and to the parliaments of the Member States of the European Union and all the countries of Latin America and the Caribbean, the Latin American Parliament, the Central American Parliament, the Andean Parliament and the Mercosur Parliament, the Secretariat of the Andean Community, the Committee of Permanent Representatives of Mercosur, the Permanent Secretariat of the Latin American Economic System and the Secretaries-General of the Organisation of American States and the Union of South American

Nations.