Digital Rights Charter

of the City of Brussels

What is this charter for?

This charter is a document setting out everything the City of Brussels wants to do to improve digital rights.

What does digital mean?

Digital includes things like:

- computers
- telephones
- tablets
- the internet
- applications.

For example: itsme®.

What are digital rights?

In Belgium, everyone has rights.

For example:

- everyone has the right to information.
- everyone has the right to freedom.

These are your rights in everyday life.

These rights must be respected.

When you use digital technology,

you have the same rights.

These are called **digital rights.**

They are the same rights as those you are entitled to in everyday life. These rights must also be respected.

What is the digital divide?

Nowadays, we often have to use digital technology to:

- find out information about the world
- talk to people
- request documents from our local authority
- and many other things.

But lots of people struggle to use digital technology.

This is what we mean by the **digital divide**.

Who is affected by the digital divide?

It affects:

- people who do not have a telephone or computer.

- people who are not digitally literate.
  For example:
  - people who have never learned how.
  - people who have difficulty understanding.
  - people who are afraid to try,
    because they are afraid of making mistakes.

- people who use digital technology to some extent.
  To use ‘itsme®’ for example.
  But who don’t know how to use digital technology to:
  - request documents from their local authority
  - manage doctors’ appointments
  - etc.

Everyone may have difficulty
using digital technology
at some point in their lives.

In Belgium, these people are often forgotten.
They have the same rights as everyone else.
But their rights are sometimes not respected.-

The City of Brussels wants that to change.
The City wants to help people who don't use
digital technology.

This document explains in detail how they plan
to achieve this.

What is the City of Brussels going to do?

Five things are particularly important
to the City of Brussels.

1. Digital technology must be accessible.

Digital technology must be accessible to everyone.

That means it has to be easy to access and use.

How will they achieve that?

- The City is going to try to gain a better understanding of the digital divide.

- The City will try to answer this question: Why do some people not use digital technology?

- You can access the internet free of charge at certain locations in Brussels. The City is going to create more places like this.

- The City will continue to help people with disabilities. By helping them request a document on the internet, for example.

For help, please call: **0800 18 811**
It's completely free.

- The City is going to organise more training courses to teach people how to use digital technology.
  Courses will be taught in schools.
  Additional courses will be open to all of the City's residents.

- You can request documents online.
  For example: a household composition.
  This is a document that shows all the people who live with you.

If you’re not sure how to do it, you can get help.

• You can ask your local authority for help.

Or you can ask for help at other places.

For example:

- in digital public spaces.
  These are places with computers
  and the internet.

- And in some community centres.
  These places are there to help you.
  You can also take part in activities
  and meet other people there.

• The City is also going to do things to help:
  - people who do not have a job
  - the elderly
  - women
  - people who do not have much money
  - and others.

  Because these are the people
  who often have the most difficulty
  using digital technology.

Do you need help with digital tech
You can find out more on the website:

You can find out more on the website:
https://smartcity.brussels.be/projects/it-support-city-brussels

2. Everyone should be free to choose.

You can choose how to contact the City.

You can:

- call the City on the telephone on **02 279 22 11**.

- go to your local authority's website. The website is: www.mybxl.be

- visit your local authority in person. The address is: Rue des Halles, 4, Brussels.

The City will continue to offer a choice.

3. The views of local residents must be sought.

The City will continue to ask residents
for their opinions on major City projects.
You can give your opinion on the internet,
as well as offline.

Take the cargo bike, for example.
It's a bike that travels around Brussels.
It can be turned into a table
for discussing important projects.

4. You need to be safe.

To stay safe when using digital technology,
you need to be aware of its dangers.
You also need to protect your personal data.
Personal data is information about you.

For example:

- your name
- your e-mail address
- your bank account number.

The City is going to organise more training courses to teach you how to:

- protect yourself from the dangers of digital technology
- and protect your personal data.

Courses will be taught in schools. Additional courses will be open to all of the City's residents.

5. We have to take care of the planet.

Digital technology pollutes.
That means it's bad for the planet.
For example, when we build a computer,
we use materials that create pollution.

The City will be careful to avoid creating
too much pollution.
For example:

- the City will buy equipment:
  - that will last a long time
  - that can be recycled.
- The City will recycle old computers.
- The City will be doing lots of other things, too!

For more information,
please send an e-mail to smartcity@brucity.be

Do you need help for digital?

You can scan the QR code.

To scan the code, use your mobile phone

you can write an e-mail to

smartcity@brucity.be

or visit

https://smartcity.bruxelles.be/projets/aidenumerique-in-the-city-of-brussels