



# **Crossing Borders: Lessons learned from setting up a trans-border eGovernment service in the European Single Market**

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## Trust and confidence in the EU

- President Barroso: *"Europeans should not be held back from shopping across borders by concerns that their rights will not be protected properly: we need an active consumer policy to give people confidence to participate fully in the single market."*
- But we also need to give **sellers** confidence to participate fully in the single market!

## One measure to build trust

- Who is who, and where does one live?
- Residents databases exist in many EU countries, they deliver name, birthdate and address
- Registry Information Service on European Residents

## Only 8% of Internet purchases from other EU sellers

**Figure 8: Individuals who ordered goods or services,**

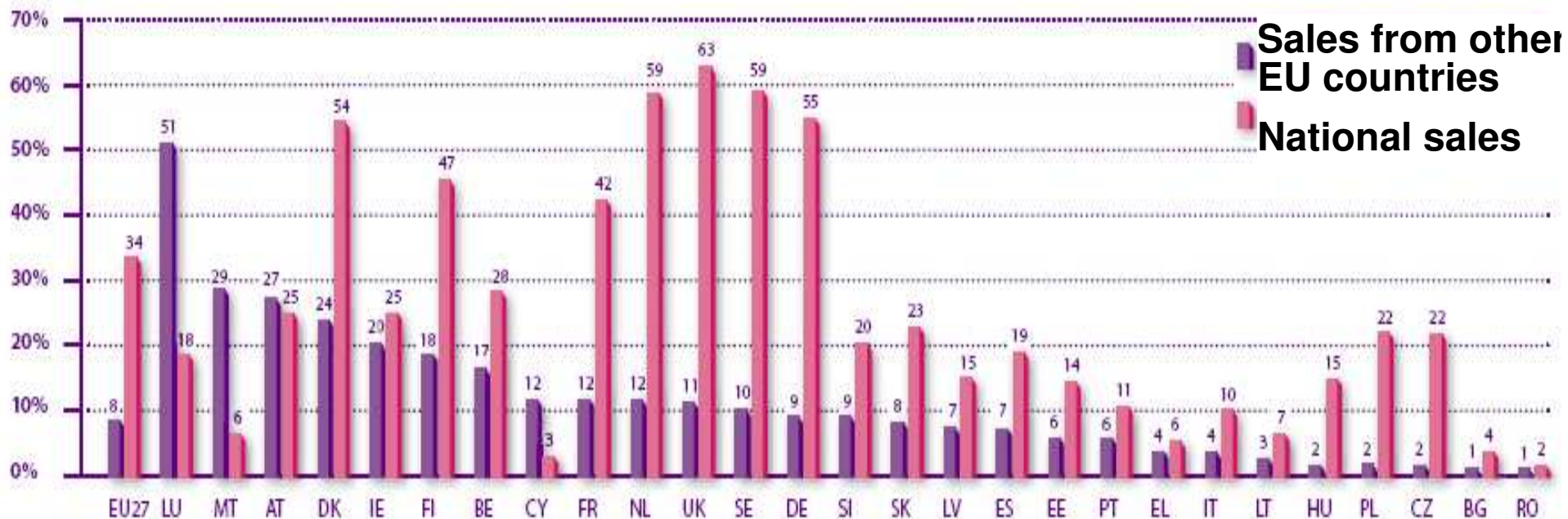
„ EU consumers are still not reaping the full benefits of the internal market.

Several barriers still hinder the development of cross-border e-commerce and sustained action is needed to make sure that its benefits are fully realised“

Consumer Markets Scoreboard – Consumers at Home in the Internal Market – SEC(2010)385, ISBN 978-92-79-14243-7

# Cross border internet purchases and RISER coverage

Figure 12: Domestic and cross-border Internet purchases (2009)



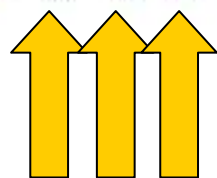
Source: Eurostat



**AT**



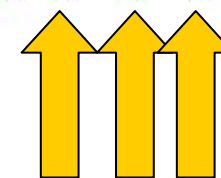
**IE**



**UK SE DE**



**EE**



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# European diversity

- Should residents be obliged to inform the authority about their current address?
- Should address data be stored in a central or in local registries?
- Should the registries be available for the public / for businesses?
- How can access be provided on an European level?
  - Interoperability
  - data security
  - data protection
  - single point of access



- Data protection directive: full harmonisation!
- No plans for a directive regarding population registration
- EU funding for projects:



Fraunhofer  
FOKUS  
Institute for Open  
Communication Systems



**Citizens, companies  
and authorities of  
Member States**

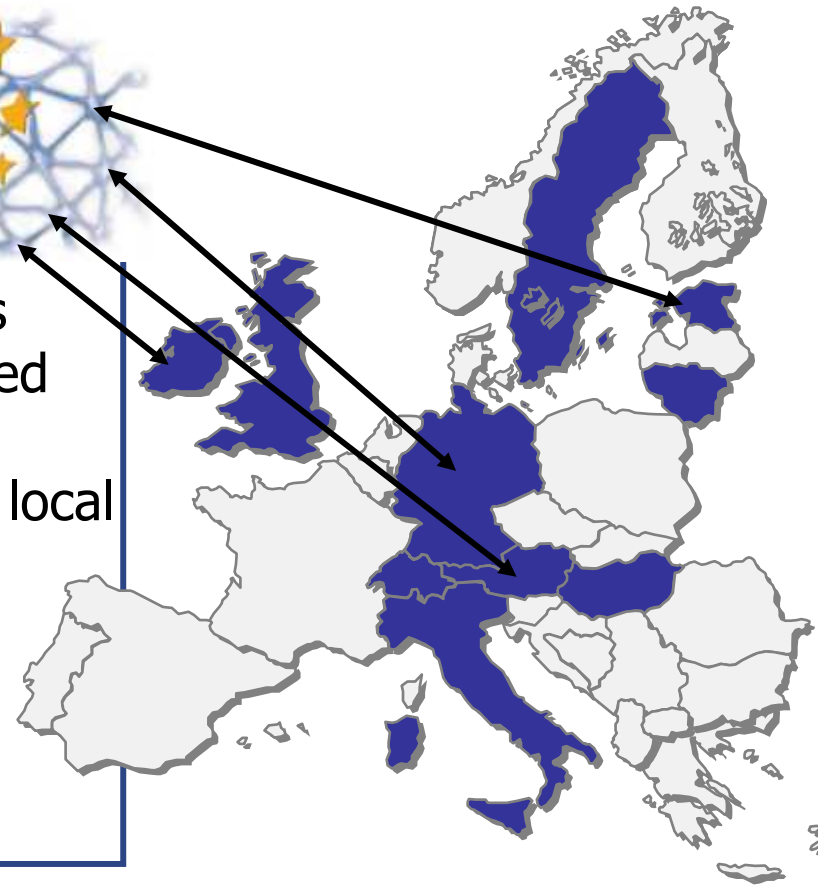


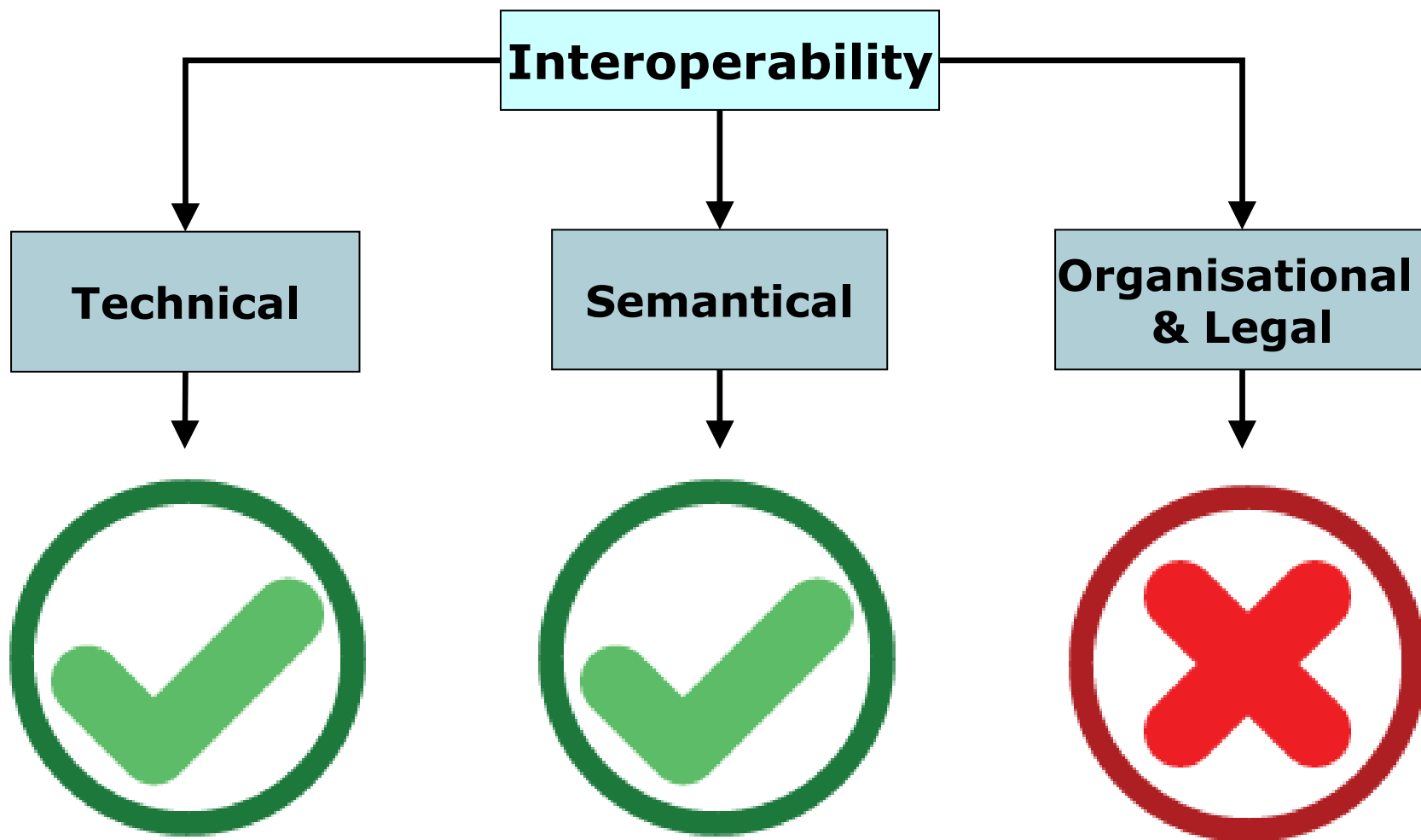
demand for verified  
address information



- collecting inquiries
- distributing required information
- hiding diversity of local authorities
- easy to use interfaces (web portal, application coupling)

**50% of EU population  
available in RISER**





- Belgium & Denmark do not allow enquiries from other EU countries
- Austria only allows German and Austrian companies, no foreign authorities
- Hungary only allows end users (not even lawyers)
- Czech Republic, Spain only allow national authorities
- In Germany, Switzerland and Italy, the local authority has to be identified (>5.500 authorities in Germany)
- Authorities in EU member states have to deal with 16 German states regarding data protection, when there are still 25 EU member states more to think about
- An electronic procedure does not foster misuse, but helps to control data flows: manual procedures have no safeguard

- Data protection is still an issue, even though full harmonisation is required
  - EU countries don't trust each other's data protection
- Public Administrations are far from having an European mindset
- Legislation is lacking behind societal changes e.g. Austrian regulation from year 1991
- EU should enforce trust among authorities and harmonise existing regulations regarding population registration
  - not every member state must have a register, but those who have, should harmonise their regulations

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