Digital
Government
Factsheet 2019

Luxembourg

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Country Profile

Basic data

Population: 602 005 inhabitants (2018)
GDP at market prices: 58 869 million Euros (2017)
GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 253 (2017)
GDP growth rate: 1.5% (2017)
Inflation rate: 2% (2018)
Unemployment rate: 5.3% (2018)
General government gross debt (Percentage of GDP): 23% (2017)
General government deficit/surplus (Percentage of GDP): 1.4% (2017)
Area: 2.600 km²
Capital city: Luxembourg
Official EU languages: French, German
Currency: Euro

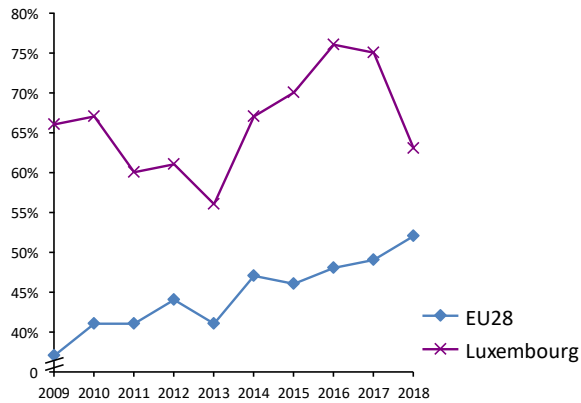Source: Eurostat (last update 15 March 2019)
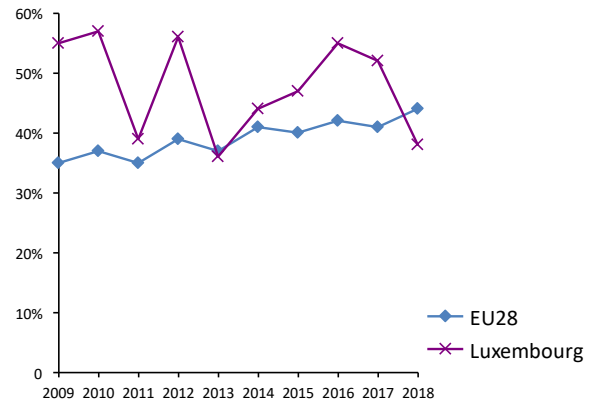
Digital Government Indicators

The following graphs present data for the latest Generic Information Society Indicators for Luxembourg compared to the EU average. Statistical indicators in this section reflect those of *Eurostat* at the time the Edition is being prepared.

Percentage of individuals using the Internet for interacting with public authorities in Luxembourg

Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for obtaining information from public authorities in Luxembourg

Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for downloading official forms from public authorities in Luxembourg
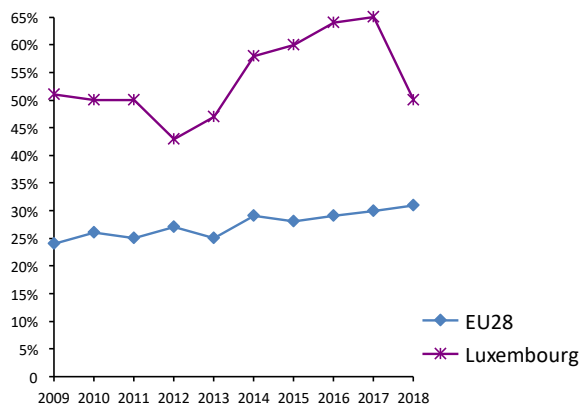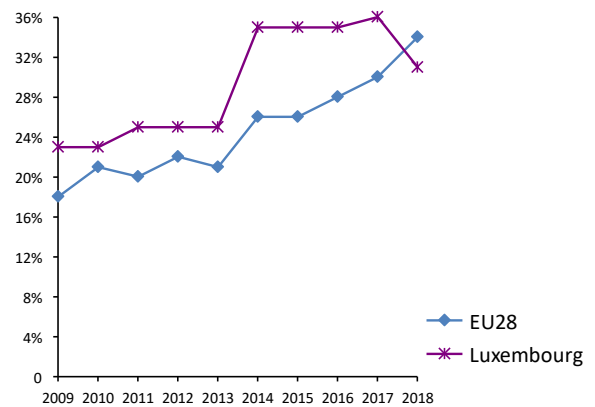

Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for sending filled forms to public authorities in Luxembourg

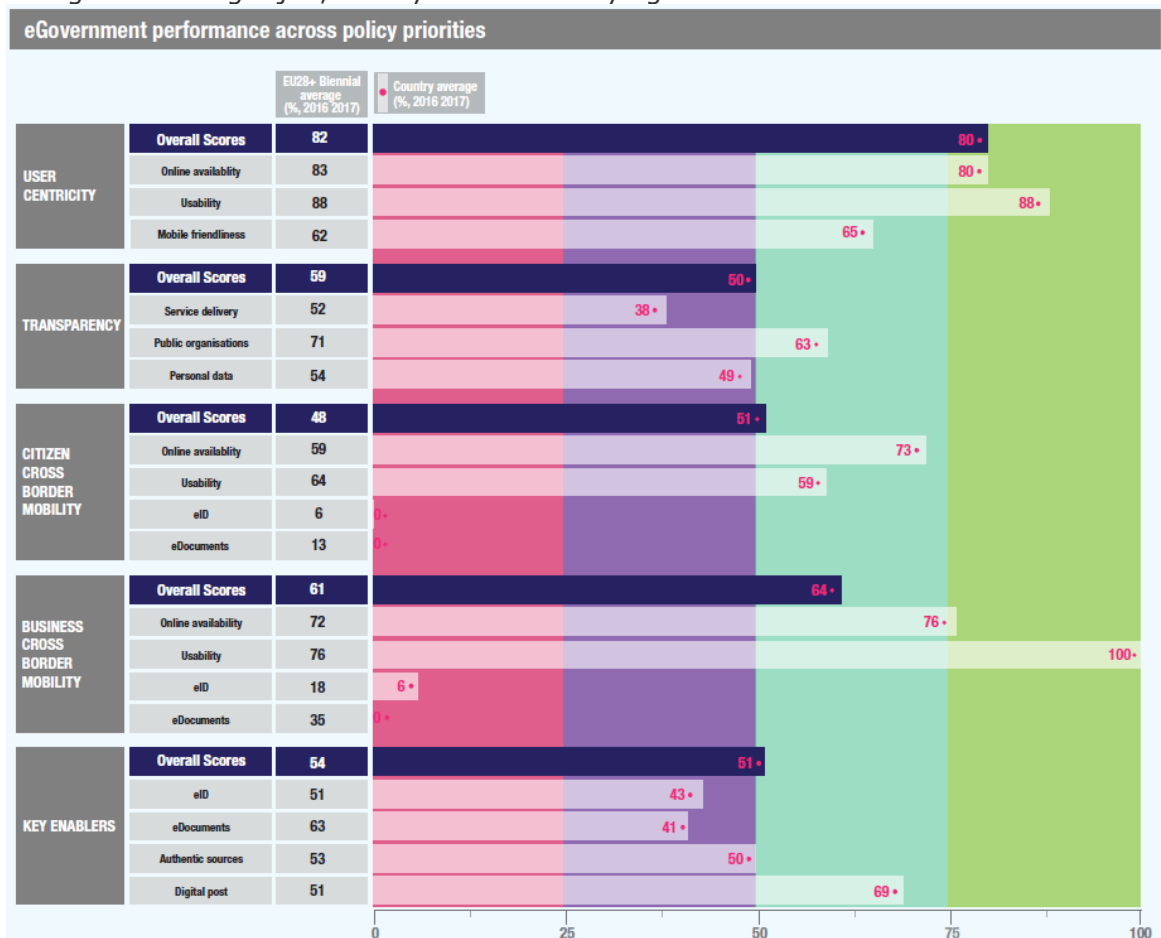Source: Eurostat Information Society Indicators

Digital Government State of Play

The graph below is the result of the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparency** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross-Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. Eight life events are included in the overall eGovernment performance score. Four of these life events were measured in 2013, 2015 and 2017 and the other four were measured in 2012, 2014, 2016, and again in 2018. The life events measured in 2017 were Regular business operations, Moving, Owning and driving a car and Starting a small claims procedure. The life events measured in 2018 are Business start-up, Losing and finding a job, Family life and Studying.

eGovernment performance across policy priorities

		EU28+ Biennial average (%, 2016 2017)	Country average (%, 2016 2017)
USER CENTRICITY	Overall Scores	82	80
	Online availablity	83	80
	Usability	88	88
	Mobile friendliness	62	65
TRANSPARENCY	Overall Scores	59	50
	Service delivery	52	38
	Public organisations	71	63
	Personal data	54	49
CITIZEN CROSS BORDER MOBILITY	Overall Scores	48	51
	Online availablity	59	73
	Usability	64	59
	eID	6	0
	eDocuments	13	0
BUSINESS CROSS BORDER MOBILITY	Overall Scores	61	64
	Online availability	72	76
	Usability	76	100
	eID	18	6
	eDocuments	35	0
KEY ENABLERS	Overall Scores	54	51
	eID	51	43
	eDocuments	63	41
	Authentic sources	53	50
	Digital post	51	69

Source: eGovernment Benchmark Report 2018 Country Factsheets

Digital Government Highlights

Digital Government Political Communications

- The third national strategy on Cybersecurity was approved and implemented for the period 2018-2020.
- The Luxembourg Government Council approved on 1 March 2019, the Luxembourg NIF (National Interoperability Framework) defining the principles, the objectives, the governance and the recommendations in the field of interoperability.
- In an effort to fortify the digital competitiveness of Luxembourg & Europe, the government signed a European high-performance computing (HPC) declaration. Known as EuroHPC, the move promised collaboration in setting up an EU-wide HPC network initiated by Luxembourg.
- A 5G taskforce was established and a national 5G strategy was defined and launched on 12 September 2018.

Digital Government Legislation

- The Luxembourg Parliament adopted a new law on public procurement in 2018.
- The law on electronic invoicing in public procurement and concession contracts passed on 26 March 2019.
- The Law of 14 September 2018 relating to a transparent and open administration defined the framework for the implementation of a policy of opening up to citizen's administrative documents held by government departments, municipalities, local authorities and public institutions placed under the supervision of the State or under the supervision of the municipalities.
- A new Law amending the amended Law of 1 August 2001 on the circulation of securities was published on 1 March 2019. The purpose of this new law was to create a legal framework enabling the circulation of securities created by new secure electronic registration technologies, in particular those based on the 'Blockchain', with the aim of increasing legal certainty in this area.

Digital Government Governance

- A Ministry of Digitalisation was put in place to promote ICT and contribute to the development of digital infrastructure.
- Prime Minister Xavier Better became Minister for Digitalisation.
- Marc Hansen also became Minister Delegate for Digitalisation.

Digital Government Infrastructure

- The new Cybersecurity Competence Centre (C3) promoted the national cybersecurity ecosystem by focusing on three areas of expertise: observation, training and testing.
- On 30 January 2019, Luxembourg became the first European country to launch an AI partnership with NVIDIA, a global pioneer in AI technology & GPU computing. As part of this national agreement, a joint AI laboratory will be set up in Luxembourg.
- The Grand Duchy of Luxembourg and the Principality of Monaco agreed in 2018 to launch a study to safeguard sensitive data in a Luxembourg Data Centre with immunity guarantees and privileges resembling those of the Estonian Data Embassy in Luxembourg.
- Among other websites, the portals guichet.lu, douanes.public.lu and fonction-publique.public.lu were relaunched in 2018.

Digital Government Services for Citizens and Businesses

New digital government services for citizens in Luxembourg in 2018 are the following:
- Informing the Ministry of Foreign and European Affairs of a decision to stay abroad;
- Applying for a certificate of authenticity concerning a driving licence;
- Online payment of a standard fine;
- Contesting a fine or penalty notice when caught by a speed camera;
- Registering on the electoral rolls;
- Application to vote by post;
- Consultation and/or modification of the bank details indicated to the Children's Future Fund (CAE);
- Receive certain official documents in electronic format.

New digital government services for businesses in Luxembourg in 2018 include the following:
- New version of applying for a business permit;
- Online services for maritime companies;
- Mandatory reporting of infectious diseases;
- Certifying Luxembourgish documents for use abroad;
- Cooperation of professionals in the fight against money laundering;
- Declaration of withholding tax on directors' fees;
- Declaration of apprenticeship vacancy;
- Staff delegate elections.

Digital Government Political Communications

Specific political communications on digital government

Einfach Lëtzebuerg

In line with the administrative simplification efforts of recent years, the government decided to intensify efforts to improve public services, with the goal of meeting expectations of users, citizens and companies. *Einfach Lëtzebuerg* is a programme, adopted in 2016, and dedicated to the modernisation of public administration. It aims to:

- Actively involve the citizen in the discussion process;
- Reduce administrative and regulatory burdens;
- Simplify and improve the design and quality of legislation and processes.

To achieve these objectives, the programme is structured around the following elements:

- A selective and strategic review of existing legislation;
- Pragmatic and effective quality control:
- More transparency and consultation;
- A strategic and intelligent digitisation of procedures;
- Alignment with the principles pursued at the international level, especially the EU level.

The platform www.vosidees.lu, created in 2014, allows the government to collect public propositions and suggestions.

Digital Lëtzebuerg

Digital Lëtzebuerg assumes that IT has become both a vital sector of the economy and an important influence on all other socio-economic sectors, which makes it a vital component of the government's policy of rationalisation, efficiency, modernisation and 'doing more with less'. Therefore, the government decided in October 2014 to reinforce and consolidate Luxembourg's position as an IT and high-tech centre of excellence and as an open and connected society, starting with a coherent and generalised strategic framework. This strategy covers eGovernment services but goes beyond that narrow scope to establish a solid financial foundation for innovation, providing for the teaching and training of new competences, and help create new markets (big data, smart grids, health IT, financial technology, virtual currencies) for Luxembourg's rapidly growing IT sector. To maximise the impact of this strategy, it is applied horizontally and is a key component of every political decision.

Digital Luxembourg Strategy

The Digital Luxembourg Strategy is implemented by various ministries for the domains that fall under their responsibility and is coordinated by the Ministry for Digitalisation. The strategy is aligned with the United Nations Sustainable Development Goals (SDGs) framework, which are part of the general political goals in Luxembourg.

Part of the Strategy is the adoption by the Government Council in September 2015 of three strategic principles in the context of digital government: Digital by default, Once Only and Transparency.

Strategic vision for artificial intelligence and data-driven innovation strategy

On 24 May 2019, Prime Minister Xavier Bettel and Deputy Prime Minister Etienne Schneider presented the political guidelines for both artificial intelligence and for the ongoing digitisation of priority economic sectors, in order to support the emergence of a sustainable and trusted national economy.

Developing a strategic vision of AI in Luxembourg is a national priority. The Strategic Vision for AI is not a set strategy document, rather it is a first version of a political vision, which will be regularly updated and redefined as necessary. The document has three ambitions:

1. Become one of the most digitally advanced societies in the world, in particular within the European Union.
2. Establish Luxembourg as a sustainable, data-driven economy.
3. Support the development of AI with a human-centred approach.

The Ministry of the Economy's data-driven innovation strategy for Luxembourg is based on the vision of a data-driven economy that is developing and enabling the use of general-purpose digital technologies such as Artificial Intelligence (AI) coupled with Internet of Things (IoT) smart components, systems and networks, HPC and Big Data analytics to drive future growth. Luxembourg's data-driven innovation strategy is built on the following three key pillars:

1. Boosting and assuring digital infrastructure capacity.
2. Experimenting, innovating and up-take of new advanced digital technologies into industry.
3. Ensure a strong regulatory, intellectual property, investment and financing environment.

Key enablers

Access to public information

No political communication was adopted in this field to date.

eID and Trust Services

No political communication was adopted in this field to date.

Security aspects related to digital government

Third National Cybersecurity Strategy

On 8 May 2018, the Prime Minister, Minister of State and the High Commissioner for National Protection presented the guidelines for the 3rd national cybersecurity strategy for 2018-2020. It illustrated the government's response to the challenges and transformations that characterise a digital environment in constant change. The strategy focuses on the following three central guidelines:

- Guideline 1 — Public confidence building in the digital environment (creating trust through digital skills)
    - Objective 1: Sharing of knowledge between all actors
    - Objective 2: Dissemination of risk information
    - Objective 3: Raising awareness of all stakeholders
    - Objective 4: Responsible disclosure
    - Objective 5: Fight against cybercrime
- Guideline 2 — Digital Infrastructure Protection (protection of the IT environment)
    - Objective 1: Identification of critical and critical digital infrastructure
    - Objective 2: Security policies
    - Objective 3: Crisis management
    - Objective 4: Standardisation
    - Objective 5: Improving international cooperation.
    - Objective 6: Cyber defence
    - Objective 7: Strengthening the resilience of the State's digital infrastructure
- Guideline 3 — Promotion of economic place
    - Objective 1: Creates new products and services

- Objective 2: Pooling of security infrastructure
- Objective 3: Requirements benchmarks and supervisor
- Objective 4: Creation of the Cybersecurity Competence Centre (C3)
- Objective 5: Risk management and informed governance
- Objective 6: Training and training aids
- Objective 7: Collaboration between Information Security Officers
- Objective 8: Incident response collaboration between experts
- Objective 9: Research priority: start-ups
- Objective 10: Code disassembly and identification of vulnerabilities

Interconnection of base registries

No political communication was adopted in this field to date.

eProcurement

No political communication was adopted in this field to date.

Domain-specific political communications

Digital (4) Education Strategy

On 20 May 2015, the Minister of Education, Children and Youth, presented the Digital Strategy for Education. This strategy had two key objectives:
1. To prepare young people for work in a complex and constantly changing environment (under the "digital education" umbrella);
2. To promote new learning strategies, software, and innovate educational projects (under the "digital for education" umbrella).

One of the projects initiated were free computing classes introduced to young Luxembourgers through the launch of "Maker Spaces" at secondary schools during the 2015/2016 school year. The Maker Spaces were open to the schools which hosted them as well as to other schools, after-school clubs, youth clubs, parents and associations. There are currently more than 20 Maker Spaces. Another pilot scheme aims to introduce tablet devices to students in five secondary schools for daily activities.

Other projects under the Digital Education Strategy include training teaching staff and offering access to digital teaching resources as part of eduSphere, the introduction of a maths teaching software (for cycle 4) to be used at home and at school as part of MathemaTIC and Digital Classroom Lëtzebuerg, providing comprehensive computer literacy training enabling students to better manage their lives through digital tools. Further projects include Makerspaces in schools, FutureHub labels for schools committed to new technologies and an online teaching/learning platform.

Policy of Digital Inclusion

The national policy on eParticipation and/or inclusion, as well as a web strategy insisting on web accessibility has existed for more than 15 years. The law transposing EU Directive 2016/2102 of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies passed Parliament on 7 May 2019, and it will be published soon in the Luxembourg Official Journal. The UN Convention on the rights of persons with disabilities (CRPD) of 13 December 2006 and the optional protocol were ratified by Luxembourg on 26 September 2011.

eHealth Strategy

The Government is promoting a national health strategy to facilitate the exchange and secure electronic sharing of health data between health professionals and patient, and also to enable better monitoring and better coordination of the patient's healthcare. In pursuit of this objective, the National Agency for Shared Health Information (*eSanté*)

has developed and implemented the National eHealth Platform, which includes basic urban development components pooled in the different cases of use and various users of health services.

Interoperability

Luxembourg National Interoperability Framework

The Luxembourg National Interoperability Framework (NIF) was adopted on 1 March 2019. It defines the principles, the objectives, the governance and recommendations in the field of interoperability. NIF gives specific guidance how to set up interoperable digital public services. This framework, based on the European Interoperability Framework (EIF), offers public administrations concrete recommendations on how to improve interoperability in the field of digital government and ICT in a sustainable and systematic way.

Emerging technologies

EuroHPC

In an effort to fortify the digital competitiveness of Luxembourg and Europe, the government signed a European High-Performance Computing (HPC) declaration. Known as EuroHPC, the move promises collaboration in setting up an EU-wide HPC network initiated by Luxembourg.

In signing, Luxembourg, Italy, Spain, France, Germany, Portugal and the Netherlands are fortifying the Europe 2020 Strategy by helping secure the computing capabilities needed for EU's competitiveness as a digital economy.

On 25 June 2018, the European Commission decided to establish the EuroHPC joint headquarters in Luxembourg. It will equip the EU with a pre-exascale & petascale infrastructure (1 015 calculation operations per second) by 2020 and develop the technologies and applications needed to reach the exascale level (1018 calculation operations per second) by 2023.

Lastly, the University of Luxembourg is home to a HPC, and a EUR 10-million budget was allocated for a new, faster one.

Artificial Intelligence (AI) Strategy & NVIDIA partnership

The Government is currently preparing a comprehensive, national strategy for artificial intelligence.

In March 2018, Digital Luxembourg organised an AI conference for all interested stakeholders.

On 30 January 2019, Luxembourg became the first European country to launch an AI partnership with NVIDIA, a global pioneer in AI technology & GPU computing. As part of this national agreement, a joint AI laboratory will be set up in Luxembourg. The nation's research community will have access to state-of-the-art NVIDIA hardware and software and the chance to work closely with the organisation's computer scientists.

Blockchain

A White Paper of technical standardisation related to Blockchain technology was issued by the Luxembourg Ministry of Economics in 2018.

Fibre-to-the-home (FTTH)

A fibre-to-the-home (FTTH) rollout was quickly connected 60% of households. A 5G taskforce was established and a national 5G strategy was defined and launched on 12 September 2018.

The 5G CroCo Project

Furthermore, POST Luxembourg, the country's largest provider of postal and telecommunications services, was selected by the European Commission as part of the 5G CroCo (5G Cross-Border Contro project) European research project to provide 5G coverage of the Luxembourg section of the motorway section linking Metz (France), Merzig (Germany) and the Grand Duchy, in order to perform life-size tests of 5G technology applied to the needs of autonomous and connected driving.

Upcoming strategies

The coalition agreement for the new Government was adopted on 11 December 2018, and it included a host of new policy initiatives. The Luxembourg Government pledged to support, in different ways, also financially, start-ups or private sector companies active in emerging ICT technologies (AI, Blockchain, FinTech, Big data, etc.) via the Digital Luxembourg strategy, via research funding programmes or via incentives for start-ups and businesses.

Digital Government Legislation

Specific legislation on digital government

No legislation was adopted in this field to date.

Key enablers

Access to public information

Re-use of Public Sector Information (PSI)

The Law of 23 May 2016 on the re-use of Public Sector Information amended the law of 4 December 2007.

Electronic archiving

The law on electronic archiving of 25 July 2015 (Law of 25 July 2015 relating to electronic archiving and amending: 1. Article 1334 of the Civil Code; 2. Article 16 of the Commercial Code; 3. the amended law of 5 April 1993 on the financial sector.)

Access to information

The law relating to a transparent and open administration was adopted on 14 September 2018. The purpose of the new law was to define the framework for the implementation of a policy for opening a citizen's administrative documents held by government departments, municipalities, local authorities and public institutions and placed under the supervision of the State or under the supervision of the municipalities.

eID and Trust Services

eIDAS

The Council approved on 1 March 2019 a Draft Law revising the amended law of 14 August 2000 on electronic commerce. This was done to bring Luxembourgish legislation in line with 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, known as eIDAS.
The eIDAS Regulation provided the EU with a comprehensive transnational and cross-sector framework to increase trust in the electronic exchange of trust services within the EU and to promote the functioning of the internal market and legal certainty.
Luxembourg has implemented the eIDAS and was among the first Member States who declared use of their eID scheme.

eCommerce Act

The eCommerce Act of 14 August 2000, complemented by a regulation of 1 June, 2001 on electronic signatures and electronic payments, transposed the EU Directive on Electronic Signatures (1999/93/EC).
The eCommerce Act explicitly mentioned two types of eSignatures: 1) a basic type, which consists of a 'set of data which is linked to the deed in a non-dissociable way and warrants the integrity of the deed […] The electronic signature must also ensure the signatory is identified and show the latter's obvious consent to the content of the deed', and 2) an eSignature 'supported by a qualified certificate, which must be created with a secure signature creation device under the sole control of the subscriber'.
Certification service providers can only issue certificates with the approval of the National Accreditation and Supervision Authority. Approved (qualified) certificates are

valid for a maximum duration of three years and must be archived by the certification service provider for at least 10 years. Also, the certification providers have to submit to periodic external security audits.

eSignatures supported by a qualified certificate have the same legal validity as a handwritten signature, and the eCommerce Act rendered void all laws and regulations that challenged the validity of a contract because it was electronically signed.

The Act's primary importance resided in recognition of eSignatures and eContracts. Unlike the Directive it was based on, it did not use the term 'advanced' eSignature but rather recognised a 'qualified' level of eSignature. It also differs from the Directive and similar legislation in other Member States, insofar as it legally recognised electronic wills and electronic deeds and implemented a customer's right to withdraw from an electronic contract within seven days after its creations, free of questions and penalties, with full reimbursement of any money paid to the seller.

The Act closely followed the Directive in terms of information requirements from seller to customer, the seller's obligation to acknowledge reception of an order, the rules governing the liability and confidentiality requirements for certificate issuers (domestic and foreign), and provisions concerning the auditing and accreditation of certificate issuers.

Security aspects related to digital government

EU General Data Protection Regulation (GDPR)

In May 2018, the EU General Data Protection Regulation entered into force in the whole EU and therefore also in Luxembourg. In Luxembourg, the National Commission for Data Protection (CNPD), an independent authority for the protection of individuals with regard to the processing of personal data, acts as data controller to fulfil certain requirements regarding the form and the content.

Law of 1 August 2018 on the organisation of the National Commission for Data Protection and the General Data Protection Scheme

A new law, the Act of 1 August, 2018 on the organisation of the National Data Protection Commission and the general data protection framework repealed the previous act on data protection (amended Act of 2 August 2002) and completed the General Data Protection Regulation at the national level.

The aim of the Law of 1 August 2018 was to invest the National Commission for Data Protection (CNPD) with extended tasks conferred on it by the GDPR and give it greater powers. Second, it defined the legal framework for the specific provisions of Luxembourg law, and in particular those relating to the supervision of employees.

Amended Act of 30 May 2005 (data protection and electronic communications)

The Amended Act of 30 May 2005, concerning the specific provisions for protection of the individual in respect of the processing of personal data in the electronic communications sector, and amending Articles 88-2 and 88-4 of the Code of Criminal Procedure covered the processing of personal data in the sector of electronic communications. The Act governed the protection of personal data in the field of telecommunications and electronic communications and takes recent and foreseeable developments in the field of services and technologies involving electronic communications into account. It aimed to protect the privacy of Internet users (including protection against unsolicited commercial communications or 'spam') and users of added value services, such as GPS.

Interconnection of base registries

Act on the Identification of Natural Persons, the National Register of Natural Persons, the Identity Card, the Communal Registers of Natural Persons

The National Registry of Natural Persons (RNPP) (Civil Registry) is covered by the law of 19 June 2013 on Identification of Natural Persons.
The law encompasses the National Registry mandate to hold identifying information for physical persons, data contained in the Registry (reference data such as ID number, name, first name, address, date and place of birth, family status, nationality, refugee status, sex, ID number of parents, ID number of kids, date and place of death, noblesse title), the commission of the National Registry, the communal registry and its maintenance, the entries to be made in the Municipal Registry, etc.
The Law on the Registry of Physical Persons, in its Art. 4. (2) prescribed that authentic data already contained in the Registry of physical persons must be reused by public administrations, and that the administrations cannot ask the citizen to produce more evidence to prove the exactitude of data already existing in the Registry.

Company Registry

The main law regarding the Company Registry (Commercial and Companies' Registry) is the Law of 19 December 2002 on the Registry of commerce and companies and the accounting and annual accounts of companies, as amended by the Law of 27 May 2016. The information available is related to the general provision regarding which societies must be registered, which Ministry is in charge of the Registry, the data to be provided by each society when registering (reference data), followed by information on how to write the annual accounts, balance sheet, etc.

Land Registry

The Land Registry's main piece of legislation was the Law on the reorganisation of the cadastre and topography administration of 25 July 2002, which provided details regarding the main functions of the administration of cadastre and topography.
As a manager of reference land information and maps, the Land Registry and Topography Administration provided the geodata required for town and country planning and enabled the property market to function thanks to effective management of property ownership.

Land registration

The Act of 11 November 2003 on land registration made a number of amendments to the Act of 30 March 1979 regarding the tariffs and fees to be assumed by different actors, the digital directory of individuals and makes provision for access to the notaries' directory, and other persons who are responsible for creation or execution of the legal documents. It also introduced the national identification number of the parties in such documents.

eProcurement

Law on eProcurement

The Luxembourg Parliament adopted a new law on public procurement in 2018, the modified act on public procurement of 8 April 2018.
This new law had four main objectives:
- Enabling public markets to become an instrument of political strategy;
- Introduction of measures of simplification;
- Prevention of conflicts of interest, favouritism and corruption; and
- Clarification of certain rules.

eInvoicing Legislation

The law on electronic invoicing in public procurement and concession contracts passed into law on 26 March 2019. It transposed Directive 2014/55/EU of the European Parliament and of the Council of 16 April 2014, on electronic invoicing in public procurement into Luxembourgish law.

The law established for all electronic invoices issued under a public contract or a concession contract, an obligation for contracting authorities and contracting entities to accept them, to receive them in electronic form and to process them, as long as they complied with the European standard on electronic invoicing and one of the syntaxes appearing on the list published by the European Commission. This obligation on the part of contracting authorities and contracting entities obviously has the corresponding right of the undertakings concerned to send compliant electronic invoices, and to no longer have to provide invoices in paper format or in another electronic format.

Domain-specific legislation

No legislation was adopted in this field to date.

Interoperability

No legislation was adopted in this field to date.

Emerging technologies

Accessibility of the websites and mobile applications of public sector bodies

On 7 May 2019, the Parliament passed the Law on the accessibility of the web sites and mobile applications of public sector bodies. This law transposed into Luxembourgish Law Directive (EU) No 2102/2016 of 26 October 2016, on the accessibility of the websites and mobile applications of public sector bodies.

Though the bill placed a focus on accessibility for people with disabilities, it ultimately benefits all citizens. Indeed, everyone should benefit from improved access to public sector services via websites and mobile applications and benefit from services and information that facilitate their daily lives, and the exercise of their rights at the level of the public and at Union level, including the right to move and reside freely within the territory of the Union and the right to freedom of establishment and freedom to provide services. The law supported the objectives of the *Digital Lëtzebuerg* government strategy to promote access to new technologies for every citizen.

Law amending the circulation of securities

A new Law amending the amended Law of 1 August 2001, on the circulation of securities, was published on 1 March 2019. The purpose of this new law was to create a legal framework enabling the circulation of securities by the new secure electronic registration technologies, in particular those based on the 'Blockchain', with the aim of increasing legal certainty in this area.

Digital Government Governance

National

Policy

Ministry for Digitalisation

Following the general elections on 14 October 2018, Luxembourg's new government created a Ministry for Digitalisation in charge of all the topics linked to digitalisation and responsible for guaranteeing even higher speed and quality. The Ministry for Digitalisation will be a facilitator and coordinator for other ministries and other partners wishing to develop their activities in the field of digitalisation and eGovernment. Offering more eGovernment services in collaboration with the CTIE is one of the top priorities of the newly created Ministry, in order to foster the modernisation of public administrations and improve the daily life and administrative processes of citizens and businesses.

The powers of the new Ministry of Digitalisation were defined by the Grand Ducal Decree on the establishment of ministries on 5 December 2018 and could be summarised as following:

- Implementation of the Digital *Lëtzebuerg* Action Plan and monitoring of the ICT sector (shared competence with the Minister of Economy and the Minister of Communications and Media).
- Promotion of the ICT sector (shared competence with the Minister for the Economy).
- Digitisation of administrative procedures and digital transformation of the public administration.
- Follow-up of the work of the newly created High Digital Transformation Committee.
- Development and implementation of a plan on the Internet of Things.
- Development of digital infrastructure (in consultation with the Minister of Communications and Media).
- Development of a national strategy in the field of artificial intelligence (AI) (in consultation with the Minister of Communications and Media and the Minister for the Economy).
- Implementation of the 5G national strategy and development of pilot projects (in consultation with the Minister of Communications and Media).
- Assuring a Policy of digital inclusion.
- Promotion and organisation of the automation of state administrations, in particular as regards the collection, transmission and processing of data.
- Seeking synergies between the different governments of the state and optimising their exchange of information.
- Assistance to the various administrations of the State in the execution of the routine IT work and the management of fixed and mobile communication systems.
- Electronic filing with the State.

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Ministry of State - Media and Communications Service

The Media and Communications Services of the Ministry of State is responsible for the coordination and development of the national communications infrastructure (national and international connectivity, wired and wireless networks, data centres).

Ministry of the Economy

The Ministry of the Economy is responsible for creating a business environment that will foster innovation in the IT sector by granting public aid to start-ups, implementing a seed funding and venture capital framework, and simplifying and improving the relationship between IT innovators and the public sector.

Ministry of Finance

The Ministry of Finance is responsible for supporting the development of innovative IT tools for the financial sector, such as electronic and/or mobile payment solutions, virtual currencies and financial data analytics tools and services.

Ministry of Higher Education and Research

The Ministry of Higher Education and Research is in charge of promoting eSkills, IT training and R&D programmes in IT.

Ministry of the Civil Service

The Ministry of the Civil Service is responsible for promoting and assuring:
- An attractive and exemplary public service enabled by performance-oriented, dynamic and highly motivated public officials,
- A quality public service based on a simple, innovative and effective regulatory framework, which favours social cohesion and the economic prosperity of Luxembourg.

Government IT Centre

The Government IT Centre was established in 2009 (*Centre des technologies de l'information de l'État*, CTIE). The Centre constitutes an active part of the Ministry for Digitalisation and is the main administration of the Government in the fields of eGovernment, IT and modernisation of the state through information and communication technologies.

Patrick Houtsch
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Coordination

Ministry for Digitalisation

The Ministry for Digitalisation coordinates eGovernment developments in the Public Administration.

Government IT Centre (CTIE)

The Government IT Centre provides coordination and planning of services to government bodies and assists those bodies in the reorganisation and optimisation of their tasks. To this end, the Centre coordinates the following activities:

- Organisation of the automation of government departments regarding the collection, transmission and processing of data;
- Development and maintenance of administrative processes' mapping and their interoperability status;
- Provision of organisational support to state administrations and assistance in their reorganisation efforts;
- Identification of synergies between the various state administrations and optimisation of the information exchange among them.

The Centre is furthermore responsible for specific tasks such as the management of the *MyGuichet* portal.

Implementation

Government IT Centre (CTIE)

The CTIE is responsible for implementing the provisions that originate directly from the Government programme and the eGovernment strategy. The production and personalisation of secure administrative documents, together with the processing of biometric data (ePassport) are also part of the Centre's tasks. The Centre is furthermore responsible for the establishment of an electronic document management system (GED).

Government ministries and administrations

Government ministries and administrations are responsible for the implementation of the eGovernment projects falling within their respective fields of competence.

Support

Government IT Centre (CTIE)

The Government IT Centre is an IT services provider for various state administrations, providing them with:
- Assistance in the implementation of regular IT works;
- Management of security, IT and electronic equipment necessary for the execution of their mandate;
- Purchase and management of IT and office equipment;
- Administration of the IT network and the government's electronic messaging facilities;
- Secure IT infrastructure;
- Compliance with the provisions of the Law on the Protection of Individuals with regard to the Processing of Personal Data;
- Management of a support centre (helpdesk) for the internal and external users of the systems operated by the CTIE.

Base registry coordination

Government IT Centre (CTIE)

For the main registries in Luxemburg, the responsibilities related to different aspects (legal, operational, semantic or technical) of base registries are organised partially in a decentralised way, by the Registry itself and partially centralised by a central organisation.

The centralised management by the Center of Information Technologies of the State (CTIE - *Centre des Technologies de l'information de l'Etat*), under the control of the Ministry for Digitalisation enables the digital exchange of information across the public sector. Their responsibilities are, aside from maintaining one specific registry (the National Registry of Persons), to provide general support for interoperability between administrations and a broader strategy that drives the evolution of base registries

Most of the responsibilities are managed in a decentralised way by each authority of the corresponding registry, including the operational and legal ownership of the Registry, the operational aspects such as service levels and access formalities and the decision on semantic levels. Authorities are, for example, the National Society for Technical Control (SNCT), Ministry of Justice, Ministry of Finance and Land Registry and Topography Authority of the State of Luxembourg.

Audit

Court of Auditors

The Court of Auditors monitors the legality and regularity of the State income and expenditure; it furthermore controls the use of public funds.

Data Protection

National Data Protection Commission

The National Data Protection Commission (CNPD), created in December 2002, is an independent agency whose task is to control the processing of personal data in Luxembourg and ensure compliance with data protection regulations.

Subnational (federal, regional and local)

Policy

Association of Luxembourg's cities and communes (*Syvicol*)

The Municipalities of Luxembourg are the interlocutors of the Government on matters of opinion-giving concerning future eGovernment strategies and laws at a local/municipal level.

Coordination

Association of Luxembourg's cities and communes (*Syvicol*)

The Association of Luxembourg's cities and communes (*Syvicol*) is the political representative body of Luxembourg's municipalities. It promotes their interests and is the government's interlocutor for issues of general municipal interest and advises on legislative and regulatory projects that have an impact at the local level.

Inter-Communal IT Management Association (SIGI)

The Inter-Communal IT Management Association (SIGI) is a service provider set up by Luxembourg's municipalities to coordinate the development of common systems and the promotion of the exchange and re-use of solutions and good practices. 101 out of the 102 local authorities in Luxembourg are members of SIGI and benefit from its IT services related to citizenship (population records, births, deaths and marriages, electoral registers, tax cards, etc.), invoicing and administrative accounting.

Implementation

Inter-Communal IT Management Association (SIGI)

The Inter-Communal IT Management Association (SIGI) project management office's role is to take charge of the new demands of different actors and to formalise them in a portfolio of projects before proceeding with their planning and execution.
The application of methodological standards, in a structured framework and with an experienced staff, makes it possible to guarantee the implementation of quality solutions.

Support

Inter-Communal IT Management Association (SIGI)

Support is a key element of the service offered by the Inter-Communal IT Management Association (SIGI). This includes incident management and change management. It is often the first point of contact of communes with the SIGI, either to solve a problem or simply to receive advice.

Base registry coordination

No responsible organisations were reported to date.

Audit

No responsible organisations were reported to date.

Data Protection

No responsible organisations were reported to date.

Digital Government Infrastructure

Portals

luxembourg.lu

The official portal of the Grand Duchy of Luxembourg, offering general information on various subjects, together with a thematic directory of links that guide users to sites that offer detailed information on their topic(s) of interest. This site is of interest not only for the inhabitants of Luxembourg, but also for any foreigners who wish to find pertinent information on Luxembourg.

Guichet.lu

The Government of Luxembourg launched, on 17 November 2008, the new *Guichet.lu* portal which targets both citizens and enterprises. The portal was relaunched on its tenth anniversary.

The portal comprises information on various themes and related administrative procedures, grouped by theme (taxes, employment, family, education, accommodation, citizenship and transport). This interactive platform allows citizens to accomplish their administrative formalities online in a simple and transparent manner. The platform is regularly enriched with new elements such as the interactive tax return (introduced in January 2009) and the content of the Business portal, which has been entirely restructured, and integrated in this website. Both the citizens' and business parts of *Guichet.lu* were completely redesigned in 2013 in order to improve ergonomics and accessibility, and to integrate applications for mobile devices (smartphones and tablets). Beyond the visual makeover and the restructuring and updating of the content, *Guichet.lu* was also migrated to a new technical platform in order to provide a more user-friendly transactional service (the *myGuichet* eSafe) on the user side, and better back- and front office tools on the provider side.

Guichet.lu's primary objective is to improve the value and quality of electronic services integrating various administrative formalities in a single Internet portal that gathers all relevant procedures, forms and information made available by the State.

In addition, this portal guides the user through the several stages thanks to online service wizards (*assistants de service*). Users have access to them when equipped with an electronic authentication certificate (LuxTrust Token, Smartcard, Signing Stick, or ID Card). Those certificates guarantee highly secure information exchanges and personal data confidentiality along with an electronic signature.

Exchanges between the State and citizens through this portal are mandated by the Ministry for Digitalisation in collaboration with the competent ministries. Thanks to the active participation of all concerned actors, the administration has progressed towards a faster, simpler and lower-budget relation with citizens and businesses.

etat.public.lu

The website is a directory of all Luxembourgish public websites. These are grouped by theme into state affairs, online portals, and different ministries. It also provides all phone numbers to ministries and administrations. Furthermore, the newly launched websites are also highlighted.

gouvernement.lu

Information portal of the government press and information office. It federates all information - news, press releases, and so on - concerning the Luxembourg government. The portal was relaunched in February 2018, making it available in four different languages: French, German, English and Luxembourgish.

legilux.lu

Official legal journal of the Grand Duchy of Luxembourg: i.e. the portal where all laws and other legal norms are officially published.

data.public.lu

The official portal for open data of the Government.

sante.lu

The official portal for all health-related topics.

Transports.public.lu and mobiliteit.lu

The official portal of transport-related subjects in Luxembourg. On mobiliteit.lu, users can take up contact to ask any questions related to public transport in Luxembourg. The buses, trams and trains can be checked in real time. Users can also access various services on *Guichet.lu* through the portal.

justice.lu

The official portal of the courts and of the judicial system for all topics related to the judiciary.

chd.lu

The website of the Parliament. All Parliamentary work is available for public consultation, including law projects and sessions. Public petitions can also be signed online.

eDouane

eDouane is an interactive platform for online services that enables businesses to accomplish online all customs-related paperwork regarding the Grand Duchy of Luxembourg. The portal was completely relaunched in September 2018.

Networks

RACINE

RACINE is the network connecting all government institutions in Luxembourg. It is set up and maintained by the Government IT Centre (CTIE).

Data Exchange

No particular infrastructure in this field was reported to date.

eID and Trust Services

eSignature

In Luxembourg, a common national electronic signature, used by public sector and private sector and managed by the private company LuxTrust, exists now for more than 10 years. LuxTrust is the central eIdentity infrastructure in Luxembourg that provides several products connected to a person such as a token, smartcard or signing stick. It is a public/private partnership created to manage the development of a common Public Key Infrastructure (PKI) in order to secure eCommerce and eGovernment in Luxembourg. The consortium that was awarded the PKI contract was presented in July 2006.

LuxTrust is the standard solution used for qualified eID and eSignature in the context of online administrative procedures. It is used by all the important banks for online banking and is therefore offered by banks to their clients without a fee.

Any EU citizen and business can use their own national electronic identification scheme (if notified) to access public services on the personalized platform *MyGuichet* in Luxembourg.

Furthermore, the progressive introduction of biometric documents in Europe forces the Member States to have highly secure certification services in order to protect their official documents. Consequently, LuxTrust will adhere to the relevant international standards in order to be in a position to protect the biometric documents issued in Luxembourg. This will at first apply to the biometric passports.

Implementation of a Cybersecurity Competence Centre (C3)

The new Cybersecurity Competence Centre (C3), established at the end of 2017, promotes the national cybersecurity ecosystem by focusing on 3 areas of expertise: observation, training and testing.

In the area of training, different modules are offered, including simulation tools for cyberattacks. To contribute to the job access for men and women, workshops facilitating job re-skilling are proposed, and short-term certification possibilities, based on local needs, are currently being studied.

eProcurement

Public Procurement portal

A central public procurement portal was created in February 2006. This portal includes an informational part on legal issues related to eProcurement as well as a platform for publication of calls for tender, tender documents and terms of reference, electronic submission of tenders, electronic catalogues and electronic auctions. This platform provides businesses with a one-stop research and notification tool on opportunities arising from the public sector.

eInvoicing

PEPPOL

The PEPPOL access point, which allows to receive and treat eInvoices in the context of public procurement has been implemented end of 2016. This platform is adapted and amended regularly in order to continue to correspond to the needs of users.

ePayment

Digicash

A solution allowing using Digicash for electronic payments in the context of *Guichet.lu* has been set up in collaboration with the Government IT Centre (Centre des technologies de l'information de l'Etat - CTIE) enabling users to make certain payments to different administrations such as:

- Motor vehicle taxes (Customs and Excise Administration);
- Certain fines (Grand-Ducal Police);
- The electronic identity card (eID) or the passport.

Knowledge Management

DMS programme (GED)

A DMS programme (GED), was launched in May 2006 in the context of the General eLuxembourg project. This project aims at defining and setting up an electronic document management system for the entire public administration.
The control of the life cycle of all documents is the cornerstone of any administration aiming at new forms of eGovernment. A pragmatic approach was chosen to deploy the GED programme, which currently comprises two closely related projects.

Data Centres

Luxembourg has the highest density of TIER IV Data Centre infrastructure in Europe.
Creating a strong infrastructure in general and high-performance data centres is a central element of the *Digital Lëtzebuerg* strategy. These Data Centres use a very large and continuously growing cloud technologies.
Intensive negotiations with Google, one of the greatest multinational technology company specialised in Internet-related services and products, were launched by the Government in order to implement the EUR 1 Billion European Google Data Centre in Luxembourg.

Once Only principle and Transparency Management

Luxembourg is implementing the Once Only Principle[1] (OOP) in a systematic way for more than 5 years now.
Via their personal space on *MyGuichet*, users have the possibility to access online the data that public administrations keep on them in around 15 authentic sources. Users can also, for some of these authentic sources, ask directly online for corrections of data that they do not consider as correct and can reuse most of these data in the context of administrative procedures. They can, furthermore, for some of the authentic sources, check directly online which organisation has accessed their data and ask the organisation, if they have doubts on the legitimacy of the respective access, to justify their access. The number of authentic sources available in the context of this OOP approach is growing regularly.

Blockchain

Infrachain a.s.b.l. is a Luxembourg-based non-profit organisation, created by the emerging Blockchain industry and supported by the Luxembourg government, aiming to implement Blockchain technology solutions in a trusted manner in the current regulatory environment.
Another example is the project of the Luxembourg Government IT Centre, implemented in 2019 a Notary system based on Blockchain to demonstrate the benefits of this new technology.
Furthermore, a White Paper of technical standardisation related to Blockchain technology was issued by the Luxembourg Ministry of Economics in 2018.
LuxTrust, the provider of eID, eSignature and other trusted services for the public and the private sector in Luxembourg, is working on the implementation of a SSI (Self Sovereign Identity) solution based on Blockchain technologies.
During the Infrachain Summit on 23 May 2019 the Minister Delegate for Digitalisation Marc Hansen announced a first public sector blockchain platform which will be operated by a range of public sector actors, including CTIE and SIGI. The public sector blockchain

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[1] More details on the implementation of the 'once only' principle (OOP) in Luxembourg and the strategy behind it can be found in the following JOINUP article: The OOP in Luxembourg.

will help to improve the transparency, reliability and security of the public sector's digital information and process systems.

Cross-border platforms

EUCARIS

Since the early 90s, Luxembourg together with other for EU Member States (Germany, Belgium, The Netherlands and the United Kingdom) has been involved in the first form of cooperation in the field of data exchange regarding the European Car and Driving Licence Information System (EUCARIS), an organisation called after the name of the implemented system.

Data Embassy

The Estonian Government is using a data embassy infrastructure to host a copy of their most important servers and databases. Luxembourg thus hosts the very first Data Embassy ever.
In addition, the Grand Duchy of Luxembourg and the Principality of Monaco agreed in 2018 to launch a study to safeguard sensitive data in a Luxembourg Data Centre with immunity guarantees and privileges resembling those of the above-mentioned Data Embassy.

Base registries

RACINE

Luxembourg has an infrastructure network connecting all government institutions in place, called RACINE. It is set up and maintained by the State Information Technology Centre (CTIE) and is the communications system that represents the network backbone for Public Administrations.

Digital Government Services for Citizens

The information in this section presents an overview of the basic public services provided to the citizens. These were identified taking inspiration from Your Europe, a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for citizens are as follows:
- Travel
- Work and retirement
- Vehicles
- Residence formalities
- Education and youth
- Health
- Family
- Consumers

Travel

Documents you need for travel in Europe

Passport

Responsibility: Central Government, Ministry of Foreign Affairs

Website: http://www.mae.lu/Site-MAE/Passeports;
http://www.guichet.public.lu/

Description: Information and downloadable forms. Applications are handled by local authorities.

Informing the stay abroad

Responsibility: Central Government, Ministry of Foreign and European Affairs

Website: https://guichet.public.lu/en/citoyens/loisirs-benevolat/culture-tourisme/droits-voyageurs/declaration-sejour-etranger.html

Description: Luxembourg nationals can request consular assistance from a competent diplomatic or consular mission abroad.
Travellers contact the Ministry of the Foreign and European Affairs (MAEE) which will respond to their requests and needs.

Passenger rights

Passenger rights

Responsibility: Central Government

Website: https://guichet.public.lu/en/citoyens/citoyennete/protection-consommateur.html

Description: Various procedures are available under the passenger rights section of *Guichet.lu*.

Transport and disability

Assistance

Responsibility: Central Government

Website: https://guichet.public.lu/fr.html

Description: Online information for assistance in case of reduced mobility during a trip to or from the European Union.

What can you take with you?

Transporting various items

Responsibility: Central Government

Website: https://guichet.public.lu/fr.html

Description: Online information on the transport of animals, plants, alcohol, tobacco, cigarettes and other goods while travelling in the European Union.

Work and retirement

Working abroad, finding a job abroad, retiring abroad

Immigration

Responsibility: Direction de l'Immigration (Ministry of Foreign and European Affairs)

Website: http://www.guichet.public.lu/

Description: Information and multiple relevant forms to download are available on the *Guichet.lu* portal. For example, there is a form for the authorisation of secondment, and authorisation to stay for a third-country national in view of a salaried activity as a posted worker, plus other authorisations to stay with work permits.

Job search services

Responsibility: Central Government, Employment Administration (ADEM)

Website: http://www.adem.public.lu/fr/demandeurs-demploi/consulter-offres-demploi/index.html

Description: The website of the Employment Administration includes a search facility for candidates (researching in the jobseekers' database) and downloadable forms. Information and forms to download are also available on the *Guichet.lu* portal.

Professional qualifications

Individual training leave

Responsibility: Central Government, Tax Administration

Website: http://www.guichet.public.lu/

Description: Persons who wish to develop their professional skills through training may benefit from professional leave in order to participate in training courses; prepare for and take exams; write a thesis; or complete any work in relation to an eligible training course. Depending on the form of employment (employed, self-employed), an eService or a form to download are available on the website of *MyGuichet*.

Legal information system - the Grand Duchy's judicial portal (in French)

Responsibility: Central Government

Website: http://legilux.public.lu/

Description: The official journal of the Grand-Duchy of Luxembourg is the portal where all laws and other legal norms are published.

Work in Luxembourg

Responsibility: Central Government

Website: https://work-luxembourg.public.lu/en.html

Description: Portal about the labour market of Luxembourg. Includes information on residence and work permits, testimonials and how to boost job searches.

Unemployment and benefits

Unemployment benefits

Responsibility: Central Government, Employment Administration (ADEM)

Website: http://www.adem.public.lu/fr/demandeurs-demploi/demander-indemnites-chomage/residents/salaries/index.html

Description: Information and forms to download.

Unemployment benefits (*frontaliers*)

Responsibility: Central Government, Employment Administration (ADEM)

Website: http://www.adem.public.lu/fr/demandeurs-demploi/demander-indemnites-chomage/frontaliers/index.html

Description: In case of involuntary termination of a working contract, unemployed workers are entitled to unemployment benefits (under certain conditions). An eService for applying for the unemployment benefits is available to workers residing outside Luxembourg who lost their employment in Luxembourg.

Taxes

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Administration

Website: http://www.impotsdirects.public.lu/fr.html;
http://www.guichet.public.lu/

Description: Information and forms to download. As of February 2009, income tax declarations can be submitted online on the *Guichet.lu* portal.

Income tax as a non-resident

Responsibility: Administration des contributions directes

Website: http://www.guichet.public.lu/

Description: Non-resident taxpayers in Luxembourg subject to taxation are required to declare their income each year by filing their tax return forms. It is available as an eService on the *MyGuichet* portal, as well as a form (in French and German) is available for download.

Vehicles

Cars

Online payment of a standard fine

Responsibility: Grand-Ducal Police

Website: https://guichet.public.lu/en/citoyens/transports-mobilite/transports-individuels/infractions/avertissement-taxe.html

Description: Various fines can be paid on *MyGuichet*. The website gives information on the steps to follow.

Contesting a fine or penalty notice

Responsibility: UPCR - CSA: Processing Centre

Website: https://guichet.public.lu/en/citoyens/transports-mobilite/transports-individuels/infractions/payer-contester-avertissement-taxe.html

Description: It is possible to lodge an online appeal against a fine or penalty notice or to respond to the penalty notice.

Selling/buying a car

Responsibility: Central Government

Website: https://guichet.public.lu/fr.html

Description: Online information and procedure description on selling/buying a car that is new or second hand in Luxembourg.

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Sustainable Development and Infrastructure, Department of Transport

Website: http://www.guichet.public.lu/

Description: Information and forms to download are available on the *Guichet.lu* portal to obtain or renew one's driver's licence.

Applying for a certificate of authenticity

Responsibility: Ministry of Mobility and Public Works

Website: https://guichet.public.lu/en/citoyens/transports-mobilite/transports-individuels/permis-conduire/certificat-authenticite.html

Description: Holders of a Luxembourgish driving licence can request a certificate of authenticity attesting to their right to drive.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, National Society for Technical Control (SNCT)

Website: http://snct.lu/; http://www.guichet.public.lu/; http://www.do.etat.lu/vehaut/achatvoiture.htm

Description: Information and forms to download are available on the *Guichet.lu* portal concerning the registration, re-registration, taking a vehicle out of circulation.

Residence formalities

Residence rights

Staying in Luxembourg

Responsibility: Central Government

Website: https://guichet.public.lu/fr.html

Description: Persons who wish to settle in the Grand Duchy of Luxembourg, whatever the duration of their stay and their country of origin, have to complete certain formalities before and after their entry into the country.

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government/Local Government

Website: http://www.guichet.public.lu/

Description: Change of address notifications are handled by individual government bodies and local authorities. Most municipalities provide information on the procedure used on their websites. Information and forms to download are also available on the *Guichet.lu* portal.

Criminal Record Certificate

Responsibility: Local Government (Municipalities) – Criminal Records Authority

Website: http://www.guichet.public.lu/

Description: A criminal record is a copy of the national criminal record used to check the criminal history of a person (natural or legal). It is possible to request a criminal record certificate only through

MyGuichet via an eService, as well as an application form is available for download from the portal.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, National Police

Website: http://www.guichet.public.lu/

Description: Information and electronic forms.

Housing (building and housing, environment)

Responsibility: Local Government

Website: http://www.guichet.public.lu/

Description: Building permission requests are handled by local authorities. Most municipalities offer information on their websites. Information and forms to download are also available on the *Guichet.lu* portal.

Land register

Responsibility: Administration of Land Register and Topography

Website: https://act.public.lu/fr/index.html; http://www.guichet.public.lu/

Description: The Administration of Land Register and Topography announced the launch of a new service. This allows online consultation of property rights (parcels and private lots). This private data is accessible on *MyGuichet*. By connecting to his personal space, any owner has a clear view of his own real estate and other land, as listed by the land register services.

Waste

Responsibility: Administration de l'environnement (Ministère du Développement durable et des infrastructures)

Website: http://www.guichet.public.lu/

Description: Several online services are available at the *MyGuichet* portal related to the collection of waste, as well as multiple forms available to download.

Elections abroad

Elections

Responsibility: Central Government

Website: https://elections.public.lu/fr.html

Description: The official website of elections in Luxembourg, for information purposes.

Register on the electoral rolls

Responsibility: Communal Administrations

Website: https://guichet.public.lu/en/citoyens/citoyennete/elections/elections-europeennes/inscription-listes-electorales-europeennes.html

Description: Non-Luxembourg citizens who are European nationals can vote in the European elections in Luxembourg. If they wish to participate

for the first time, they must apply for registration on the electoral roll at their commune of residence before the 87th day preceding the elections.

Application for vote by post

Responsibility: Communal Administrations

Website: https://guichet.public.lu/en/citoyens/citoyennete/elections/ elections-europeennes/vote-correspondance-elections- europeennes.html

Description: The postal voting system was put in place for all voters to deter abstention. The request for a postal vote must be made to the commune in which the voter is registered.

Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Documentation and Information Centre on Higher Education (CEDIES)

Website: https://cedies.public.lu/fr/index.html; http://www.guichet.public.lu/

Description: Information on enrolment in the University of Luxembourg (which was established in 2003) and in higher education institutions abroad.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government, National Library

Website: http://www.bibnet.lu/blog/

Description: Online catalogue of 20 public libraries across the country, with online request facility.

Student grants

Responsibility: Central Government, Documentation and Information Centre on Higher Education (CEDIES)

Website: http://portal.education.lu/etudes/

Description: Online application system for student grants. The inserted data is transmitted to the back office of the Documentation and Information Centre on Higher Education (CEDIES). To guarantee the authenticity of the requestor, the Government will offer a LuxTrust signing stick to students, allowing authenticity proof by eSignature. The application of CEDIES allows follow-up by the requestor.

Traineeships

Apprenticeship vacancies

Responsibility: Chamber of Skilled Trades and Crafts

Website: https://guichet.public.lu/en/entreprises/ressources- humaines/contrat-convention/jeunes-actifs/apprentissage.html

Description: Every year, the professional chambers publish a list of companies that provide trainings for apprentices.

Researchers

Information and assistance to researchers / Research funding support

Responsibility: EURAXESS Luxembourg

Website: https://www.euraxess.lu/

Description: EURAXESS Luxembourg provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government, National Library

Website: http://www.bibnet.lu/blog/

Description: Online catalogue of 20 public libraries across the country, with online request facility.

Volunteering

Volunteering

Responsibility: Central Government

Website: https://guichet.public.lu/en/citoyens/loisirs-benevolat/milieu-associatif/engagement-benevole.html

Description: *Guichet.lu* holds online information on volunteering, such as enrolling in a volunteer service programme, signing up for voluntary service, and setting up a non-profit association.

Health

Healthcare

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: http://www.sante.public.lu/fr/index.php

Description: Information and forms to download.

Health system

Responsibility: Central Government

Website: https://guichet.public.lu/fr/citoyens/sante-social.html

Description: *Guichet.lu* provides online information and answers to answers such as, How does the Luxembourg social security system work? How can I get the European Health Insurance Card? Am I entitled to reimbursement for my health expenses? How can I declare my

incapacity for work? What do I do in case of an accident? What are my rights and duties as a patient and what social supports are available to me?

Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: http://www.guichet.public.lu/

Description: Receive certain official documents in electronic format
- Birth grants: the letters informing parents about the payment of the postnatal allowance, the prenatal allowance and the maternity allowance;
- Family benefits: the statement of the differential supplement, the family benefits, a questionnaire with respect to maintaining the right to family benefits, an information letter concerning the suspension of family benefits because of academic studies of the child, a request for information regarding your situation;
- Parental leave: income certificate, salary certificate, supporting documents and individual statements.

Child allowances

Responsibility: Central Government, Caisse pour l'Avenir des Enfants (CAE)

Website: http://www.guichet.public.lu; http://www.cae.public.lu/fr.html;

Description: Information and forms to download. Since January 2008, childbirth allowances can be claimed electronically.

Children's Future Fund (CAE) bank detail modification

Responsibility: Caisse pour l'avenir des enfants (CAE)

Website: https://guichet.public.lu/en/citoyens/famille/parents/allocation-naissance/allocations-familiales.html ;
https://guichet.public.lu/en/citoyens/famille/parents/conges-naissance/conge-parental.html

Description: Consultation and/or modification of the bank details indicated to the Children's Future Fund (CAE) for the purpose of paying family benefits and/or the parental leave allowance.

Children and adoption

Responsibility: Central Government

Website: https://guichet.public.lu/fr.html

Description: Online information on birth, custody of minor children, parental responsibility, rules for surrogacy and
of adoption, including that by the second parent, support obligation in a cross-border family situation.

Couples' rights

Responsibility: Central Government

Website: https://guichet.public.lu/fr.html

Description: Online information on living with a partner of another nationality, including same-sex couples 'marriage, civil or registered partnership, separation, divorce, matrimonial regime, rights of cohabitants).

Consumers

Shopping

Consumer protection

Responsibility: Central Government

Website: http://www.guichet.public.lu/

Description: Information on *Guichet.lu* on various aspects of consumer protection such as guarantee of conformity, consumer credit, display of prices, unfair trading prices and door-to-door selling.

Energy supply

Production of electricity from renewable energy sources

Responsibility: Energy Directory of the Ministry of Economics

Website: http://www.guichet.public.lu/

Description: In order to encourage investment projects aimed at electricity production from renewable energy sources, the State may incentivise with a premium granted to private individuals and legal entities, provided that the energy produced is injected into the network of national operators. The Minister responsible for Energy initiates calls for tender.

Consumer dispute resolution

Ombudsman

Responsibility: National Service of the Consumer Ombudsman

Website: https://guichet.public.lu/fr/citoyens/citoyennete/protection-consommateur/reglement-extrajudiciaire/reglement-amiable-litige.html

Description: A consumer who encounters a problem with a professional is not obliged to go to court to settle it. He can go to a specialized body to try to reach an amicable agreement. In this way, the consumer is guaranteed that his problem will be handled in a simple, fast and inexpensive way, outside of a court.

Digital Government Services for Businesses

The information in this section presents an overview of the basic public services provided to the Businesses. These were identified taking inspiration from Your Europe, a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for businesses are as follows:

- Running a business
- Taxation
- Selling in the EU
- Human Resources
- Product requirements
- Financing and Funding
- Dealing with Customers

Running a business

Intellectual property

Patent

Responsibility: Office for Intellectual Property (*Ministère de l'Economie* (Ministry of the Economy))

Website: http://www.guichet.public.lu

Description: A drawing or design may be registered at the national level, European level or at international level. Several related forms can be downloaded from the *MyGuichet* web portal in relation to the registration of a patent at a national level, whilst an eService for a registration of a patent at European and international level is available to be accessed for online filling via the *MyGuichet* web portal. Documents with further instructions are also available for download in English, German and French.

Benelux Intellectual Property

Responsibility: Office for Intellectual Property (*Ministère de l'Économie* (Ministry of the Economy)), Benelux Office for Intellectual Property (BOIP)

Website: http://www.luxembourg.public.lu/en/investir/propriete-intellectuelle/index.html

Description: In terms of trademarks and designs, the protection is at the level of Benelux, because Luxembourg is part of the Benelux Intellectual Property Organisation. Applications can be made online at the Benelux Office for Intellectual Property (BOIP), the official body responsible for registering trademarks and designs in the Benelux.

Registering a drawing or a design

Responsibility: Office for Intellectual Property (Ministry of the Economy)

Website: http://www.guichet.public.lu

Description: A drawing or design may be registered at Benelux level, European level or at international level. Several related forms can be downloaded from the *MyGuichet* webportal, and an online form is

available to be filled in for the registration of a community design as well as of a registration of an industrial design under the Hague Agreement.

Start-ups, Developing a business

Registration of a new company

Responsibility: Central Government, Commercial and Companies' Register

Website: www.rcsl.lu; https://guichet.public.lu/fr/entreprises/creation-developpement.html

Description: Information and forms to download - transactional procedures.

Business permit application

Responsibility: General Directorate for SMEs and Entrepreneurship

Website: https://guichet.public.lu/en/entreprises/creation-developpement/autorisation-etablissement/autorisation-honorabilite/autorisation-etablissement.html

Description: Applications for a business permit must be submitted to the General Directorate for SMEs and Entrepreneurship by standard mail or online.

Business mentoring application

Responsibility: *Chambre de Commerce* Luxembourg, in partnership with the Ministry of Economy and the Ministry for Equal Opportunities, and in collaboration with the Luxembourg Trade Confederation (clc), the Business Federation Luxembourg (FEDIL), Luxinnovation, the National Federation of Women Business Owners Luxembourg (FFCEL), the Federation of Young Leaders Luxembourg (FJD), the The Mutual for Loan Guarantees (MCAC), the LBAN Network, the Tremplin Fondation, the Technoport and Horesca

Website: http://www.businessmentoring.lu/manager/mod/businessmentoring/mentee/register/lang/en/type/startup

Description: In February 2010, the Luxembourg Chamber of Commerce launched the Business Mentoring programme as part of its policy to support small and medium-sized enterprises. Applications for participation in the Business Mentoring programme can be submitted online.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Central Statistics Service

Website: http://www.statistiques.public.lu/fr/index.html

Description: Information and forms to download.

Taxation

Excise duties, VAT and business tax

VAT: declaration, notification

Responsibility: Central Government, Registration and Estate Administration

Website: http://www.guichet.public.lu/entreprises/en/fiscalite/tva/inscriptions-declarations/declaration-tva/index.html

Description: Online declaration and payment of VAT.

Corporate tax: declaration, notification

Responsibility: Central Government, Tax Administration

Website: http://www.impotsdirects.public.lu/fr.html

Description: Information and forms to download.

Customs declarations (eCustoms)

Responsibility: Central Government, Customs Administration

Website: www.do.etat.lu/edouanes/Accueil/EMCS/eDouane_Accueil_EMCS.htm

Description: Luxembourg has initiated its own project PLDA (*Paperless Douanes et Accises*) where electronic procedures are available. Moreover, eDouane is an interactive platform for online services that enable businesses to accomplish online all customs-related paperwork regarding the Grand Duchy of Luxembourg.

Cooperation of professionals in the fight against money laundering

Responsibility: Registration Duties, Estates and VAT Authority (Administration de l'enregistrement, des domaines et de la TVA - AED)

Website: https://guichet.public.lu/en/entreprises/gestion-juridique-comptabilite/lutte-contre-blanchiment/obligation-cooperation-lutte-blanchiment.html

Description: The Registration Duties, Estates and VAT Authority has the role of supervising, monitoring and controlling the professionals.
Owing to the AED's control mission, professionals are held to implement customer due diligence measures along with internal procedures that enable them to fight money laundering and the financing of terrorism effectively.

Declaration of withholding tax on directors' fees

Responsibility: Registration Duties, Estates and VAT Authority

Website: https://guichet.public.lu/en/entreprises/fiscalite/impots-revenus/versement-retenue-impot/declaration-retenue-impot-tantiemes.html

Description: As of the first quarter of 2019, the declaration of the withholding tax on directors' fees (form 510 bis) can be submitted electronically to the Luxembourg Inland Revenue (Administration des contributions directes - ACD).

Selling in the EU

Public contracts

Public procurement / eProcurement

Responsibility: Central Government

Website: http://www.marches.public.lu/fr.html

Description: The central public eProcurement portal was launched in February 2006. The portal includes a section on international legal issues and serves as a platform for the electronic publication of tender notices, submission of tenders, as well as of electronic catalogues and auctions.

Selling goods and services

Certifying Luxembourgish documents legally certified for use abroad

Responsibility: Ministry of Foreign and European Affairs; Passport, Visa and Legalisation Office (BPVL-MAEE)

Website: https://guichet.public.lu/en/citoyens/citoyennete/certificat-casier-judiciaire/certificat-copie/legalisation-actes.html

Description: The legalisation service of the Ministry of Foreign and European Affairs (MAEE) issues legalisations and apostilles of signatures from Luxembourg public authorities on documents intended for public authorities of a foreign country. Any person who needs to have a document issued in Luxembourg legally certified for submission to a foreign authority can use this procedure.

Human Resources

Employment contracts

Employment contracts/Collective agreements

Responsibility: Central Government

Website: https://guichet.public.lu/en/entreprises/ressources-humaines/contrat-convention.html

Description: Online information on employment contracts, contracts for young people and collective agreements.

Working hours, holiday and leave

Working hours and place of work

Responsibility: Central Government

Website: https://guichet.public.lu/en/entreprises/ressources-humaines/temps-travail.html

Description: Online information on managing working time, teleworking and temporary layoff.

Posted workers

ePosting

Responsibility: Inspection du Travail et des Mines

Website: https://guichet.itm.lu/

Description: ePosting services are available at the portal of Inspectorate of Labour and Mines.

Social security and health

Social contributions for employees

Responsibility: Central Government, Social Security Common Centre (CCSS)

Website: http://www.ccss.lu/cotisations;
http://www.ccss.lu/seculine/

Description: The SECUline system enables all communications with the Central Social Security Office to take place in a secure environment. This includes payment of social contributions.

Declaration of an accident at work

Responsibility: Inspection du Travail et des Mines

Website: http://www.guichet.public.lu/entreprises/en/sante-securite/

Description: *MyGuichet* portal provides access to the forms needed for the declaration of an accident at work for download in French and German languages.

Web portal of Inspection du Travail et des Mines

Responsibility: Inspection du Travail et des Mines

Website: https://itm.public.lu/fr.html

Description: The website contains all necessary information in regard to the legislation related to safety and health at work.

Equal treatment and qualification

Staff delegate elections

Responsibility: Inspection du travail et des mines

Website: https://guichet.public.lu/en/entreprises/ressources-humaines/representation-personnel/delegation-personnel/organiser-elections-sociales.html

Description: Social elections take place every 5 years. At this time, employees elect: the members of the staff delegation in their company and the members of the Chamber of Employees at national level.
Employers do not take part in the election of the members of the Chamber of Employees.

Product requirements

CE marking, Standards in Europe

CE marking

Responsibility:	Ministry of Economy
Website:	https://portail-qualite.public.lu/fr/publications/surveillance-marche/brochures/marquage-ce.html
Description:	Informational brochure relative to CE marking.

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility:	Institute of Science and Technology of Luxembourg under Ministry of Sustainable Development and Technology, and Ministry of Economy
Website:	www.reach.lu/
Description:	The Institute of Science and Technology of Luxembourg is responsible for the helpdesk of REACH and CLP. Manufacturers, importers, exporters, distributors, downstream users and others should be able to get key information regarding the chemicals legislation in Luxembourg on this webpage or via their e-mail/ telephone contacts as enlisted on the portal.

Classification, labelling, packaging

Labels

Responsibility:	Central Government
Website:	https://guichet.public.lu/en/entreprises/commerce/labels.html
Description:	Information on *Guichet.lu* on tourism labels, eco-labels and goods and services.

Energy labels, Eco-design requirements, EU Ecolabel

Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Sustainable Development and Infrastructure, Department of the Environment
Website:	http://www.environnement.public.lu/
Description:	Information and forms to download.

Finance and funding

Accounting

Accounting law

Responsibility: Central Government

Website: https://guichet.public.lu/en/entreprises/gestion-juridique-comptabilite/comptable.html

Description: Online information and forms to download on bookkeeping and the Standard Chart of Accounts, which all businesses in Luxembourg confine to when producing their annual accounts.

Making and receiving payments

Invoicing/Payment

Responsibility: Central Government

Website: https://guichet.public.lu/en/entreprises/gestion-juridique-comptabilite/facturation.html

Description: Online information and forms to download on cash inflow and payment methods.

Dealing with customers

Solving disputes with customers

Dispute settlement

Responsibility: Central Government

Website: https://guichet.public.lu/en/entreprises/gestion-juridique-comptabilite/contentieux/litiges.html

Description: Online information on protection against scam, settling cross-border disputes, resolving a dispute amicably and the Ombudsman.

Data protection

Data protection

Responsibility: National Data Protection Commission (CNPD)

Website: https://cnpd.public.lu/en.html

Description: The National Commission for Data Protection verifies the legality of the processing of personal data and ensures the respect of personal freedoms and fundamental rights with regard to data protection and privacy.
Its mission also extends to ensuring the respect of the amended Act of 30 May 2005 regarding the specific rules for the protection of privacy in the sector of electronic communications.

The Digital Government Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries. There are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Gérard Soisson and Carlo Mreches (CTIE).

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