

Digital Government Factsheet 2019

Poland



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Country Profile

Basic data

Population: 37 976 687 inhabitants (2018)

GDP at market prices: 496 461 million Euros (2018)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 70 (2017)

GDP growth rate: 5.4% (2018)

Inflation rate: 1.2% (2018)

Unemployment rate: 3.9% (2018)

General government gross debt (Percentage of GDP): 50.6% (2017)

General government deficit/surplus (Percentage of GDP): -1.4% (2017)

Area: 312 682 km²

Capital city: Warsaw

Official EU language: Polish

Currency: Polish Zloty (PLN)

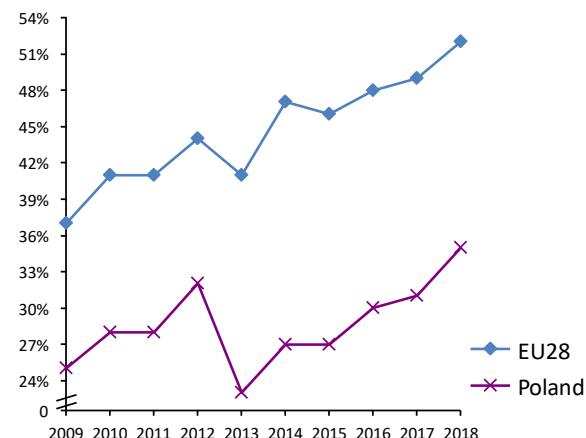
Source: Eurostat (last update: 15 March 2019)



Digital Government Indicators

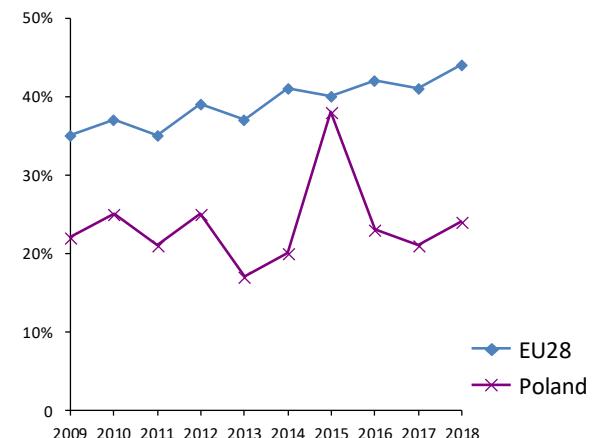
The following graphs present data for the latest Digital Government Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



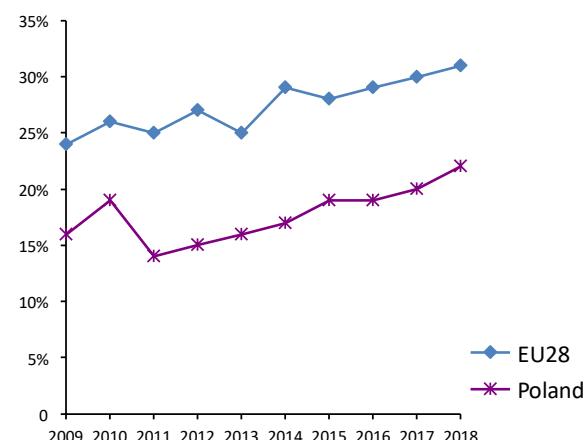
Source: Eurostat Information Society Indicators

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



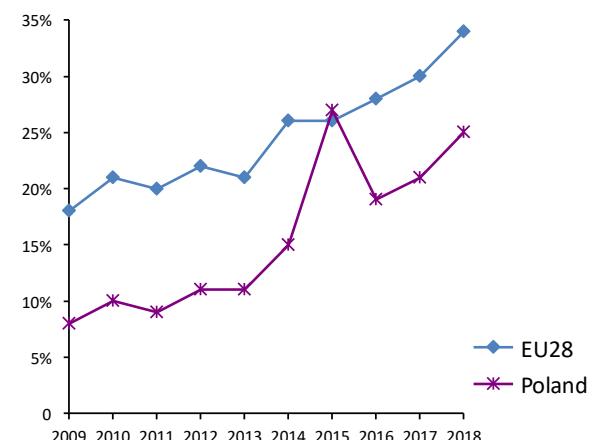
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

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



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.



Source: eGovernment Benchmark Report 2018 Country Factsheet





Digital Government Highlights

Digital Government Political Communications

- The Polish Government published open data standards to ensure higher quality of data were provided by the public administration.
- A report on [Assumptions for the Strategy of Artificial Intelligence](#) in Poland was published in November 2018.

Digital Government Legislation

The following digital government legislations were adopted and amended:

- [Act on the national cyber security system](#);
- [Act on the personal data protection](#);
- [Act on electronic invoicing in public procurement concessions for construction works or services and public-private partnership](#);
- [Amendment to the Act on trust services and electronic identification](#);
- [Amendment to the Act on identity cards](#);
- [Amendment to Act on the health information system](#).

Digital Government Governance

- The [State Information Architecture](#) was created with three processes: Management of Digital Administration Development; Architecture Assurance; and Principles and Standards Management.
- The Ministry of Digital Affairs underwent structural reform. The IT Division was abolished and replaced by different key departments.
- Mr. Marek Zagórski was appointed the [Minister of Digital Affairs](#) on 17 April 2018, succeeding Anna Streżyńska.

Digital Government Infrastructure

These new digital government infrastructures were put in place:

- [Gov.pl](#) portal for all official matters;
- [Dane.gov.pl](#) portal for open data;
- [Registry of Sexual Crimes](#);
- National Electronic Identification Node;
- ID card with electronic layer;
- mCitizen mobile application;
- Electronic court payments.

Digital Government Services for Citizens and Businesses

The following digital government services for citizens and businesses were implemented, among others:

- [Residence registration](#);
- [Mobile School ID](#) and [Mobile Student ID](#);
- [Patient's Internet Account \(IKP\)](#);
- [Electronic medical leave](#);
- [ePrescription](#);
- [Registration of the birth of a child](#);
- [Registering to the voters register](#);
- [Register to vote by correspondence](#);
- [Your ePIT](#);
- [Request for issuing work permits online](#).





Digital Government Political Communications

Specific political communications on digital government

Strategy for Responsible Development

Key objectives include increasing the wealth of Polish citizens and reducing the number of persons at risk of poverty and social exclusion by 2020. The most important goal will be to achieve an increase in the average household income to 76-80% of the EU average by 2020, an approximation to the EU average by 2030, while reducing income disparities between individual regions. The percentage of people at risk of poverty and social exclusion is expected to decrease to 20% in 2020 (and 17% in 2030). One objective is to increase Poland's GDP per capita levels to 75-78% of the EU average by 2020 (and to 95% in 2030).

Ensuring a high and stable growth rate will be facilitated by the implementation of the following measures:

- Total investment to grow to account for 25% of GDP;
- Increase in the share of R&D expenditures to 1.7% of GDP;
- Average annual growth rate of exports of 7.2%;
- 10% share of advanced technology products in total exports.

Among the main objectives still to be implemented include eGovernment measures, particularly those involving the effective use of information and communication technologies in public administration.

The concept of eGovernment and digital public services imply that high-quality services for citizens, including entrepreneurs, are to be provided by modern IT solutions supporting a logical and coherent government IT system, developed and maintained with the cooperation of all actors at various levels of public administration. A priority task in the field of eGovernment is to allow the widest possible range of public services to be provided digitally, thereby enabling citizens to handle their business remotely. It will be necessary to ensure the interoperability of public IT systems and to computerise the internal processes of the administration.

This strategy assumes activities for:

- Providing eServices relevant to real needs, as reported by citizens and entrepreneurs;
- Creating a single information and eServices website for the government administration so as to improve access for citizens and entrepreneurs;
- Introducing a uniform and secure system for identifying citizens (eID) in eServices systems of public administration;
- Ensuring a dominant share of digital document flow in administration and economic trade;
- Increasing access to public sector information, including through interfaces for software developers;
- Adopting a standard for digital documentation management systems in public administration, guaranteeing an efficient exchange of information with the public administration's domain-specific systems;
- Integrating eGovernment data processing infrastructure and the development of a state register system. Ensuring the necessary reliability and availability of eGovernment systems and their integration.

It is worth mentioning that there are other elements linking this Strategy to the EC's Digital Single Market Strategy, whose implementation is governed and monitored by the Ministry of Digital Affairs.





Operational Programme Digital Poland 2014-2020

The aim of the Operational Programme Digital Poland 2014-2020 was to strengthen the foundations for the development of a digital country, including broad access to high-speed Internet, efficient and user-friendly public eServices and the ever-increasing level of digital literacy in society. This programme was recognition that Poland remained significantly behind other Member States in the use of the developmental potential of ICT.

In particular, the Council took note of:

- Low fixed broadband coverage;
- Relatively low efficiency of public administration;
- Relatively low level of use of eGovernment;
- Very low percentage of adults who engage in learning throughout life.

The report recommended the development of broadband networks and improvement in the quality and efficiency of public services through digitisation. The method of implementing eServices will include mechanisms to prevent the phenomenon of 'digitisation bureaucracy', forcing the positive impact of projects on administrative processes, and to train as many people as possible in the use of ICT to improve the quality of their life, social life and increase the competitiveness of the labour market.

National Integrated Informatisation Programme 2020 (PZIP)

The National Integrated Informatisation Programme 2020 (PZIP) was adopted in September 2016. This strategic document defined Government action aimed at developing the public administration using modern digital technologies and, as a result, improving the functioning of the State, while creating conditions that facilitated citizens' communications with public administration, and the use of information resources and shared solutions for their needs.

The evaluation of the currently valid programme carried out in 2018, and the changes taking place in its environment, indicated the need to adopt new assumptions to respond to current problems and challenges in the process of the State's digital transformation. The objectives of the Programme were thus redefined. The objective was to modernise public administration with the use of digital technologies corresponding to the need to improve the efficiency of the state and improve the quality of administration relations with citizens and other stakeholders. Reform of the Programme is currently under way.

State Information Architecture

The State Information Architecture was created in 2018. The Ministry of Digital Affairs, in cooperation with other institutions, created the State Information Architecture, whose task was to organise the IT systems and adopt a method of managing their development in accordance with the guidelines of the National Integrated Informatisation Programme.

The State Information Architecture contained principals, standards, models and management processes, as well as elements necessary to realise the digital vision of the state covering legal, organisational, semantic and technical layers.

The developed concept allowed for an agile approach to the process of organising and expanding the architecture of the State's information systems.





Key enablers

Access to public information

The Open Data Programme (2016)

The Ministry, having adopted the necessary legislative changes, also drafted a strategic document. The [Open Data Programme](#) was adopted on 20 September 2016 by resolution of the Council of Ministers. This was the first governmental document dedicated to opening public data. Previous actions lacked a cohesive, horizontal vision for opening access to data. The Programme's preparation was preceded by the study of the needs of shareholders who used data for a variety of purposes: commercial, scientific, research, etc.

The main aim of the document was to improve the quality and quantity of available data via a single [website](#). It emphasised transparency in public administration and the facilitation of citizens' participation in governance, analysis and public data re-use. In the course of 2017, there was a significant increase in the number of information resources accessible in the Central Repository of Public Information, and consequently an improvement in the re-use of public sector information throughout Poland.

Open Data Standards

In 2018, the Polish Ministry of Digital Affairs published [guidelines](#) to prepare and share data for re-use. The guidelines concerned the Application Programming Interface (API) Standard; Security Standard; Technical Standard; and Legal Standard. In 2018, the Polish Ministry of Digital Affairs elaborated to ensure a higher quality of data was provided by the public administration. Open data may now be reused for research or business purposes. Opening public data makes the activities of public administration more transparent and allows civic control over these activities. Personal data protection and legal or technical considerations should not prevent data opening. Public open data standards for the administration were developed as part of the project: "Open data – access, standard, education." This motto highlighted the need for proper preparation and sharing of data for the reuse. It included guidelines on legal regulation, ensuring data security and privacy protection, technical aspects of data sharing and access to databases through APIs (Application Programming Interface).

eID and Trust Services

No political communication was adopted in this field to date.

Security aspects related to digital government

Strengthening of cybersecurity

In the course of 2018, Poland created a solid base for strengthening cybersecurity within the country. This was mainly achieved in large part due to:

- The adoption of the [Act of 5 July 2018 on the national cyber security system. The National Framework of Cybersecurity Policy of The Republic of Poland for 2017-2022](#). This legislation defined the national cyber security system and the tasks and responsibilities of entities in the system. The purpose of the national cyber security system was to ensure cyber security at the national level, including uninterrupted provision of essential services and digital services, by achieving an appropriate level of security involving information systems used to provide these services, and by providing incident handling. The Act also specified:





- The scope of the Polish National Cyber Security Strategy, which was adopted by way of a resolution of The Council of Ministers in 2019;
- Single Point of Contact for cyber security runs by the minister competent for digitalisation;
- Institution of the Government Plenipotentiary for Cybersecurity responsible for coordination of activities and implementation of the government policy in the field of providing cyber security;
- Advisory Committee operating at the Council of Ministers, in the capacity of a consultative and advisory body in matters of cyber security.
- The National Framework of Cybersecurity Policy of the Republic of Poland for 2017-2022. This replaced the previous Policy of Protection of Cyberspace of Republic of Poland. The Framework:
 - Aims to raise the level of security in the cyberspace of the Republic of Poland;
 - Identifies mechanisms and measures to strengthen Poland's cyber security capabilities by 2022;
 - Replaces "The Cyberspace Protection Policy of the Republic of Poland" (adopted in 2013).
- Preparation of a draft of Polish National Cyber Security Strategy, The National Act on the National Cybersecurity Framework.
- Preparation amendment of an act on the national cyber security system, which implemented into Polish legal system the Cybersecurity Act (regulation of the European Parliament and of the Council on ENISA, the "EU Cybersecurity Agency", and repealed Regulation (EU) 526/2013, and on Information and Communication Technology cybersecurity certification.

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

National Educational Network

In 2017, the Polish government launched the [National Educational Network](#), an initiative established to provide high-speed internet connections (at least 100 Mb/s) for all schools and make more e-resources available to teachers. The National Act establishing the National Educational Network was adopted and entered into force in December 2017. In 2018, the first educational centres were connected to the Network.

Interoperability

State Information Architecture

The [State Information Architecture](#) was created as a way to have a vision of architecture, models, standards and documentation of the current state, which is the basis for planning development and ensuring the consistency of IT activities undertaken by various institutions. Three processes were launched:

- Management of Digital Administration Development - the process is designed to reduce the complexity of systems and products including the Architecture Vision and IT Action Plan;





- Architecture Assurance – the process is designed to ensure the conformity of projects with Architecture Vision, Architecture principles, standards and IT Action Plan;
- Principles and Standards Management – the process, whose aim is to define and maintain Architecture standards and producing a catalogue of standards.

The work is done in accordance with EIRA (European Interoperability Reference Architecture) and the EIF (European Interoperability Framework).

Emerging technologies

Artificial Intelligence Strategy of Poland

Initiated and conducted by the Ministry of Digitisation, a team of independent experts identified four areas in which immediate action should be taken for the development of artificial intelligence (AI) in Poland within the [AI Strategy](#). These levels were: programme, education, design and structure. Nevertheless, to achieve the assumed goal, which was to increase productivity of the Polish economy and improve the standard of living of Polish society, all activities were carried out in parallel.

Internet of Things

In August 2018, the Minister for Digital Affairs launched the Working Group for Internet of Things. This initiative attracted more than 150 sector experts drawn from public, business and academic circles. The Working Group identified key opportunities and articulated the specific role government must play to encourage dynamic development of IoT in Poland. A report "IoT in Poland" was officially launched in July 2019.





Digital Government Legislation

Specific legislation on digital government

Act on the Computerisation of the Operations of the Entities Performing Public Tasks

The Act was adopted by the *Sejm* on 17 February 2005 and came into force on 21 July 2005 (this legislation was subsequently amended in 2010, 2014, 2016 and 2018). It granted citizens and businesses the right to contact public authorities electronically. It set up horizontal/infrastructure programmes for all sectors of public administration and established a national interoperability framework for IT systems in the Polish public sector. This law was essential for the standardisation and interoperability of public administration systems, front and back office integration of public administration systems, in particular ePUAP, the central repository of public data, and the supervision and support of IT projects in public administration at both central and local levels.

Key enablers

Access to public information

Act on Access to Public Information

The Act, which came into force in January 2002, allowed anyone to demand access to public information held by public and private bodies exercising public tasks, as well as trade unions and political parties. The bodies had to officially respond to enquiries within 14 days. Public bodies were required to publish information on their policies, legal organisation and principles of operation, the contents of administrative acts and decisions, as well as public assets. The law required that each of these bodies create a Public Information Bulletin to allow access to information via computer networks. Thus, the official electronic journal for public information - [Public Information Bulletin](#) - was launched in July 2003.

This Law was a synthetic presentation of the current state of social relations in the field of re-use of Public Information. The Law introduced the following main amendments:

- Introduced the obligation to provide public information on the objectives of re-use, while the Directive left discretion in this area to the Member States.
- Significantly improved the process of obtaining re-used public information, by abolishing the need to submit applications when public information was already published on the [Public Information Bulletin](#).
- Granted applicants the right to sue not only for refusal to provide public information to re-use, but also on conditions of use, which might violate the law.

Poland declared the full transposition into national law of [Directive 2003/98/EC](#) of 17 November 2003 on the re-use of Public Sector Information (PSI). The relevant national legislation in this regard consisted of the Code of Administrative Procedure (1960), the Constitution of the Republic of Poland (1997), the [Act on Access to Public Information](#) and the Act on Freedom of Economic Activity.

In 2014, the [new portal](#) was launched. The Portal sought to bring together in one place the set of data of particular importance for the development of innovation in the country and the Information Society Development.

A draft of revised regulations on Central Repository of Public Information is currently in preparation.





Regulation on the Manner, Scope and Mode of Access to Data Stored in a Public Register

This short regulation set out the scope and mode of access to data stored in a public register, a public body or entity, performing public duties under other regulations or by delegation. Furthermore, it clarified the terms under which someone can resort to a second request for access to data stored in a register.

Act on the Re-use of Public Sector Information

The Act laid down the rules and procedures for making available and transferring public sector information for re-use. It indicated which entities made available or transferred this information and defined the conditions of reuse and rules for determining re-use charges.

This Act fully implemented Directive 2013/37/EU of the Directive 2003/98/EC of 17 November 2003 public sector information.

Poland announced the full transposition into national law of 17 November 2003 on the re-use of Public Sector Information (PSI). The relevant national legislation in this regard consisted of the Code of Administrative Procedure (1960), the Constitution of the Republic of Poland (1997), the [Act on Access to Public Information](#) and the Act on Freedom of Economic Activity.

In 2014, the [new portal](#) was launched. The Portal aimed to bring together in one place data that was of particular importance for the development of innovation in the country and information society. A draft of the revised regulation on the Central Repository of Public Information is under preparation.

Act on the Digital Accessibility of Websites and Mobile Applications of Public Sector Bodies

The Act on the digital accessibility of websites and mobile applications of public sector bodies regulated rules on digital accessibility for persons with disabilities. This act specified how to complain about the unavailability of information and explained how to monitor digital availability.

This Act fully implemented Directive 2016/2102 of the European Parliament and of the Council of 26 October 2016, on the accessibility of the websites and mobile applications of public sector bodies.

eID and Trust Services

Polish National Electronic Identification (eID) Scheme

Poland aligned its national legal system with the eIDAS Regulation through the adoption of the [National Act on Trust Services and Electronic Identification](#) (see also below).

The Polish National Electronic Identification (eID) Scheme was established. The purpose of this project was to allow Polish citizens, companies and other entities to identify themselves online in order to access the public administration's electronic services. This target will be achieved through the integration of different, currently functioning eID systems to create a single, standardised access point to eID services. Moreover, the Polish eIDAS Node will be linked to the national eID nodes of the other EU Member States.

Since March 2017, a few new eServices concerning eID have been introduced in Poland, as listed below:

- The Ministry of Digital Affairs launched [mDocuments](#) - a pilot version of a service enabling citizens to confirm their identity (or rights, e.g.: for driving a car) through a mobile device (mobile phone or smartphone), instead of paper documents;





- The so-called Trusted Profile, an eIdentification method ensured by the public administration, was integrated with the seven biggest banks operating in Poland;
- The [e-ID project](#) (former [pl.ID project](#)) was initiated. Its main purpose was to replace traditional plastic ID cards with new e-cards. eID cards became available in March 2019. The implemented eID card included an integrated electronic layer which contained the same data as those available at the graphic layer. The electronic layer included 3 certificates: presence confirmation (only tap needed), identification and authorisation (4 number PIN needed) and personal signature authorisation (6 number PIN needed). Furthermore, an additional space for qualified certificate of personal signature was provided. Implementation of this last certificate was voluntary.

Act on Trust Services and Electronic Identification

The Act was adopted pursuant to 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 ([the eIDAS Regulation](#)). It repealed Directive 1999/93/EC. This law made it possible for those with electronic signatures to use eAdministration services in any given EU country. It repealed the earlier functioning Act on Electronic Signature, adopted in 2001.

The [Amendment to the Act on Trust Services and Electronic Identification](#) increased the availability of electronic services in Poland through a national node, which is an organisational and technical solution that integrates at a single point all ICT systems in which public online services are made available, with various electronic identification systems used to confirm the identity of users of online services.

Amendment to the Act on Identity Cards

The [Amendment](#) introduced a secure tool for electronic communication with the administration, health service and commercial entities through the implementation of an electronic identity card. The data contained in the electronic layer of the ID card allowed its holder to authenticate on-line services and confirm their presence in a particular place and time. It was equipped with advanced electronic signatures and could, if users wished, include a qualified electronic signature from a chosen (by the holder) trust service provider. Moreover, the ICAO application was also implemented in the identity card.

Regulation on the Preparation and Provision of Electronic Documents and Making Available Forms, Samples and Copies of Electronic Documents

This [Regulation](#) focused on how to share copies of electronic documents and forms under conditions of safety. It clarified the form of official certification of receipt of electronic documents by the recipient, and ways to safely share electronic copies of documents and safety conditions for forms and templates of shared documents. It has been amended twice so far.

Security aspects related to digital government

Act on the National Cyber Security System

The [Act on the National Cyber Security System](#) fully implemented into the Polish legal system Directive (EU) 2016/1148 concerning measures for a high common level of security of network and information systems across the Union. The Act on the NCSS was not only a simple transposition of the NIS Directive. The Act combined eight supplementary secondary legislation regulations, *inter alia*: an ordinance of the Council of Ministers on thresholds for considering an incident as significant, an ordinance of the Council of Ministers on the list of essential services and thresholds of





significance of the disruptive effect of an incident on the provision of essential services, an ordinance of the Minister of Digital Affairs regarding organisational and technical conditions for entities providing services in the field of cyber security as well as technical conditions for internal structures responsible for cybersecurity within essential service providers, and set out a comprehensive National Cyber Security System. The Government decided to maintain and develop its decentralised approach towards a governance structure of its cybersecurity system. There was a clear division of responsibilities and capabilities between all engaged institutions established pursuant to the Act. The Act allowed the creation of an efficient, comprehensive system that allowed stakeholders to detect, prevent, and mitigate the impact of incidents that affected Polish national interests, while helping crucial societal and economic activities.

The Act created a coherent incident response system based on the leading role of three Computer Security Incident Response Teams at the national level (CSIRT MON, CSIRT NASK and CSIRT GOV) with a certain and clear division of constituencies.

The Government Plenipotentiary for Cybersecurity, responsible for coordination of activities and implementation of the government policy in the field of providing cyber security, as well as the Advisory Committee operating at the Council of Ministers, in the capacity of a consultative and advisory body in matters of cyber security and relevant activities of CSIRT MON, CSIRT NASK, CSIRT GOV, sectoral cyber security teams and the competent authorities for cyber security, were set up.

National Cybersecurity Framework Act

This entity works on new national legislation in the field of cybersecurity. The draft of the [National Cybersecurity Framework Act](#) was developed at the Ministry for Digital Affairs. The purpose of this act will be, *inter alia*, implementation of the [EU Directive on Network and Information Society \(NIS Directive\)](#).

Act on the Protection of Personal Data

The Act on the Protection of Personal Data was adopted on 29 August 1997 later amended. This Act followed the rules established by the EU [Directive 95/46/EC](#) on the protection of individuals with regard to the processing of personal data. The [Inspector General for the Protection of Personal Data](#) enforces its observance. In case of a breach of the provisions on personal data protection, the Inspector General, *ex officio*, is instructed to take legal measures.

Currently, Poland is working on new national legislation in the field of personal data protection. The Ministry of Digital Affairs has prepared a draft of a national act on personal data protection, which is now being publicly consulted with interested parties (other governmental bodies). The process of making the Polish legal system fully compliant with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) GDPR was two-fold when it took effect on 25 May 2018 replacing the 1997 Act on the Protection of Personal Data.

The purpose of the [Act](#) was to ensure the application of the provisions of the General Data Protection Regulation (GDPR). However, it was necessary to continue activities in the scope of full harmonisation of the national legal order in connection with the effective date of the GDPR. The law enforcement package of the GDPR enforced amendments to over 162 Polish acts, ensuring national laws complied with the GDPR. On 21 February 2019, Parliament adopted a package, [an act amending certain acts](#) in connection with ensuring the application of Regulation (EU) 2016/679 of the European Parliament, and of the Council of 27 April 2016, on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/EC. This changed and clarified provisions of national law to the general regulation on the protection of personal data.





Interconnection of base registries

Act of 23 March 2017 Certain Acts Regarding Public Administration Tasks Related to Some Public Registries

This Act introduced legal modifications to allow citizens to access public administration services without leaving home, i.e. via IT systems. These changes are convergent with the targets of the Paperless Cashless Poland Programme. They are another step to help citizens to apply for benefits without having to visit a lot of offices issuing various certificates.

In particular, the Act:

- Enabled users to check online the number of penalty points drivers earned for traffic violations. Information on the number of points were available after authentication of the data subject with the so-called ePUAP trusted profile - based on data provided by the police from the records of drivers guilty of violating traffic regulations;
- Ensured access to the central register of vehicles (CEP) for environmental protection inspectorate bodies;
- Reduced the number of documents (certificates) that must be attached to applications for family benefits, the grand family card and childcare benefits.

eProcurement

General Rules for the Law on Electronic Invoicing in Public Procurement

The Government adopted the [general rules for the Law on electronic invoicing in public procurement](#) as a transposition of Directive 2014/55/EU on electronic invoicing in public procurement. From November 2018, all public administrations began accepting (structured) electronic invoices. After two years, this obligation as imposed on all entrepreneurs participating in public procurement. The long-term goal, however, was to consult with stakeholders to change national and EU VAT rules, in order to receive electronic invoices as a default mode in the B2B and B2C relations.

Public Procurement Law

The [Law on Public Procurement](#) entered into force in March 2004. It enabled the development of eProcurement systems for Polish public administrations, the use of advanced electronic signatures in the submission of tenders, and the use of electronic auctions for certain contracts. In April 2006, the Public Procurement Law was largely amended in order to implement the provisions of the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)), including those pertaining to electronic auctions and the Dynamic Purchasing System. This amended version placed electronic communications between the awarding entity and the economic operator on the same level as that of written or fax communications, regardless of the procurement procedure in question. It furthermore defined cases when transferred data must be supplied with a qualified electronic signature. In 2017 the Public Procurement Law was amended again to include changes introduced by the [Act of 5 September 2016 on Trust Services and Electronic Identification](#).

Act on Electronic Invoicing in Public Procurement Concessions for Construction Works or Services and Public-Private Partnership

Public institutions must be prepared to receive invoices in the form of electronic documents with prescribed structures. The new [regulations](#) aimed to develop the so-called digital economy, limiting the use of "paper", as well as saving time and money for entrepreneurs and public institutions. The changes resulted from EU regulations and were part of the implementation of the governmental programme from paper to digital Poland.





Domain-specific legislation

Act on Providing Services by Electronic Means

Adopted on July 18, 2002, the [Act on Providing Services by Electronic Means](#) entered into force on 10 March 2003. It implemented into Polish Law the provisions of EU Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('eCommerce Directive'). The Act regulated the obligations and responsibilities of the providers of electronic services, as well as the protection of personal data of natural persons using eServices. It also addressed the issue of spamming by adopting the opt-in principle. It was amended a few times, most notably in 2008.

Act on the Protection of Certain Services Provided by Electronic Means Based on, or Relying on Conditional Access

Adopted on 5 July 2002, this [Act](#) implemented EU Directive 98/84/EC on the legal protection of services based on, or consisting of conditional access.

Act on Electronic Payment Instruments

Adopted on 12 September 2002, this [Act](#) implemented EU Directive 2000/46/EC on the taking up, pursuit of and prudential supervision of the business of electronic money institutions. The Act defined an electronic payment instrument as every payment instrument (including that with a remote access to fund resources), enabled its holder to perform operations by means of an electronic device, or rendered possible the electronic identification of the holder, necessary in order to perform an operation.

Amendment to the Act on the Health Information System

The [Act on the Health Information Systems](#) specified the organisation and principles of operation of the information system in health care. The information system processed data necessary to conduct state health policy, improve the quality and availability of healthcare services and finance health care tasks. The [Amendment](#) introduced a Patient's Internet Account (IKP). Using IKP, it was possible to communicate electronically, obtain prescriptions and referrals, and view the history of medical services.

Interoperability

No legislation was adopted in this field to date.

Emerging technologies

No legislation was adopted in this field to date.





Digital Government Governance

National

Policy

Ministry of Digital Affairs

The [Ministry of Digital Affairs](#) was established on 16 November 2015. It replaced the Ministry of Administration and Digitisation founded four years earlier.

The mission of the Ministry was to create a digital boost for the development of Poland. The main tasks of the Ministry were to develop broadband infrastructure, support the creation of web content and eServices, and promote digital competences among citizens. Digitisation was seen as key to any modern public administration. Effective digitisation was based on three pillars: providing internet access, developing web content and services, and promoting digital competences.

These are the key departments within the Ministry:

- **Department of State Systems:**
Its tasks include maintaining and developing registers, records and systems as well as making data available from registers. These include Personal Data Register, ID Register, Civil Registry Register, Central Register of Issued and Cancelled Passport Documents.
- **Department of Data Openness and Digital Skills Development:**
Its task is to ensure access to public sector data and reuse of data in innovative products and services. The department pursues public policy in open data and digital skills area and coordinates all governmental activity in these fields. Its tasks include *inter alia* maintaining and developing the [Open Data Portal](#).
- **Department of Cybersecurity:**
It performs tasks related to cybersecurity issues, which include the development and implementation of strategic documents and legal acts in the field of cybersecurity, national and international cooperation, development of guidelines and standards for the appropriate measures of the IT systems protection, preparation of analyses on cybersecurity and its risks to the security of state, as well as development of the central training plans, exercises and tests. The department also acts as a single point of contact in regard with the NIS Directive.
- **Department of Digital Services Development:**
Its task is to simplify access to information and services of public administration for citizen. The Department visualises user journey maps and optimises e-services. Moreover, the Department of Digital Services Development created the Portal of the Republic of Poland and the mobile application mCitizen.
- **Department of Data Management:**
It keeps order and takes care of the functionality of databases, organises flow of information between public entities and citizens, in accordance with security procedures, and initiates the improvement of legal processes in the field of data.
- **Bureau of Analysis and Strategic Projects:**
It supervises the broad portfolio of projects carried out by the Ministry, including a preliminary assessment and recommendations for launching, development and support. It provides the tools and procedures necessary to run these projects.

Moreover, the structure of the Ministry covers:





- **Department of Telecommunications:**

The Department is responsible for matters related to legal regulations in the field of telecommunications, development of telecommunications networks and services, including broadband networks, execution and implementation of the National Broadband Plan. In the field of telecommunications, it develops opinions on draft legal acts and strategic plans and programmes, as well as cooperates with the EU bodies and international organisations.

- **Department of International Policy:**

The Department coordinates the international agenda of the Ministry, provides analyses and serves as an expert body in the fields of information society, digital single market, protection of personal data, data economy.



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Source: <https://www.gov.pl/web/cyfryzacja/marek-zagorski>

Coordination

Committee of the Council of Ministers for Digitisation

Established in March 2007 on the basis of the Act on the Computerisation of the Operations of the Entities Performing Public Tasks, the Committee was notably in charge of initiating and issuing opinions on draft documents pertaining to the computerisation of Public Administration in Poland. This competence also covered the issues of the development of the information society, the use of ICT in building a knowledge-based economy as well as connectivity and public records. One of the primary roles for the Committee was to coordinate the departments that work on the digitisation of the country across whole Government. This is the reason why it was formed by participants from all Polish Ministries. The purpose of the Committee's work was to achieve synergy of governmental activities through digitisation, coordination, cooperation and creativity. Its main tasks since 2016 have included accepting government documents related to computerisation, giving opinions on IT projects, and monitoring progress in the implementation of IT projects, among which there is the State Information Architecture.

Implementation

Ministry of Digital Affairs

The Ministry of Digital Affairs, besides its other functions, is responsible for implementing the Polish Republic's international objectives in the field of computerisation and telecommunications.

Ministry of Entrepreneurship and Technology

Within the Ministry of Entrepreneurship and Technology, the Digital Economy Department is responsible for implementing projects related to the regulation and regulatory environment in the field of electronic economy (e-economy), and also for





the preparation, implementation and monitoring of activities in the field of electronic economy policy, in particular in the field of increasing electronic commerce.

Support

Ministry of Digital Affairs

The **Ministry of Digital Affairs** helps the promotion of digitisation by encouraging investment in IT, facilitating applications of information technology, and developing the information society in general.

Council for Digitisation - advisory body to Minister of Digital Affairs

The Council serves as a multilateral forum promoting cooperation between all digitalisation stakeholders in Poland. When choosing members of the Council, it was imperative that they represent different communities interested in the process of digitalisation of the state, such as governmental administrators, local authorities, entrepreneurs, the academic community, technical experts and non-governmental organisations.

Base registry coordination

Ministry of Digital Affairs

The Ministry of Digital Affairs manages key state registers that create a full system of state registers.

Audit

Supreme Audit Office (NIK)

The Supreme Audit Office (NIK) is the auditing body whose purpose is to promote economic efficiency and effectiveness in the public service. It monitors the execution of the State budget and monetary policy guidelines and conducts audits upon demand of the Parliament or its bodies.

Data Protection

President of the Office for Personal Data Protection

Duties entrusted to the **President** include supervising the compliance of data processing with legal provisions on the protection of personal data; issuing administrative decisions and considering complaints with respect to the enforcement of the provisions on the protection of personal data; keeping the register of data filing systems and providing information on the registered data files; initiating and undertaking activities to improve the protection of personal data.





Subnational (federal, regional and local)

Policy

Regional and Local Authorities

Regional strategies regarding the development of eGovernment services are conceived and designed at the regional level in accordance with the national strategy.

Coordination

Ministry of Digital Affairs

The **Ministry of Digital Affairs** is responsible for reforming and organising all public administrative structures. By coordinating activity in areas affected by digitisation, the Ministry strengthens Polish society and the economy. Digitisation enables synergies between various domains. Not only does digitisation help the economy grow, but it also promotes equal opportunities for all citizens. The Internet will make it easier to gain access to cultural goods and jobs regardless of where someone lives.

Implementation

Regional and Local Administrations

Regional and local authorities implement eGovernment services and projects falling within their respective jurisdiction.

Support

No responsible organisations were reported to date.

Base registry coordination

No responsible organisations were reported to date.

Audit

Supreme Audit Office (NIK)

Audit of local and regional authorities is provided by the **Supreme Audit Office (NIK)**.

Data Protection

No responsible organisations were reported to date.





Digital Government Infrastructure

Portals

RP Portal - GOV.PL

This is the [central gateway](#) to learn about digital information and eServices offered by the state. It was created by the Ministry of Digital Affairs in cooperation with the public administration. It contains information, press and multimedia materials, and ultimately will provide a catalogue of all services, information and public administration entities. The project of building and developing the portal meets the needs of citizens who expect readily available information in digital channels. Gov.pl will provide it with a combined information system that is easy and accessible. The portal is the core on which the developing Polish eAdministration will be based. Work on this project can be defined as a continuous improvement of the offer for citizens, conducted on the basis of surveys of users' needs. A number of institutions have already migrated from their old portals to gov.pl domain.

Dane.gov.pl

Dane.gov.pl is an open data portal that offers access to public data from various categories, such as education, the environment, budget and finance, culture, security, sport and tourism, job market and others provided by public intuitions (ministries, agencies, local governments). Users are invited to register an account, but it is not mandatory for re-using data. Most of the data is made available in open formats. Data provided by the portal can be reused, for example, for creating applications and innovative products without any restrictions or under minimum conditions. Developers re-using public data are invited to share applications through dane.gov.pl. The portal offers tools for regular users as well as advanced professionals, e.g. access to data resources via API, form to comment data set or bottom to download all data sets. In addition, the portal is the main source of knowledge, good practices and new activities in open data in Poland.

ePUAP Portal

The [Electronic Platform of Public Administration Services](#) allows public institutions to provide administrative services to the public via electronic communications channels. This web portal enables citizens and enterprises to take care of official matters and administrative procedures. It allows public administration offices to provide services without charging.

Through the platform, official matters can be arranged over the Internet without having to fill in the same information repeatedly, hence ensuring a convenient form of contact with public administration and vice versa.

The ePUAP system was developed in stages. The 'Development of the ePUAP Electronic Platform of Public Administration Services' was carried out between January 2006 and October 2008 under the auspices of the 2004-2006 Sector Operational Programme - Improvement of the Competitiveness of Enterprises, Priority 1: 'Enhancement of a knowledge-based economy business environment', Measure 1.5: 'Development of a system for entrepreneurs' access to information and public services online'.

The Centre of Digital Administration (CCA) is currently working on the ePUAP2 project. It will expand the functionality of the ePUAP platform and increase the number of public services available online. This project is co-financed by the European Regional Development Fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.





Obywatel.gov.pl

In 2015, the portal [obywatel.gov.pl](#) was created. Nowadays, there are dozens of the most popular services provided by the public administration available on the portal.

Geoportal

Poland's [Geoportal](#) became fully operational in 2009. The system is based on three different levels: local, provincial and central. It enables users' access to systemised data available on different portals and in different institutions. The basic options of the system include searching, exploring, downloading and converting. The Searching option employs geo-spatial solutions based on metadata. The Exploring option means navigating, zooming and reading map legends. The Downloading option allows users to obtain the full sets of maps, geo-spatial data or parts of these sets. Converting allows visitors to change spatial data sets.

Information and Services for Entrepreneurs

The [biznes.gov.pl](#) platform offers eServices to entrepreneurs who are planning to set up or are already conducting an economic activity. Its main aim is to make the process easier and more intuitive, simplifying the bureaucratic burdens required for the establishment and management of a company. The online services offered by the portal cover a wide range of sectors. These include accounting; finances and insurance; building licence; health; personal data protection; real estate and security and protection.

Central Registration and Information on Business

This platform launched in 2011. All individuals with a trusted profile or electronic signature can, within 15 minutes, clear all the formalities required to immediately start up, suspend or renew a business.

eCourt

[Electronic writ-of-payment proceedings](#) came into force on 1 January 2010. As a result, a new kind of civil proceeding was incorporated into the Polish Code of Civil Procedure. The aim was to increase the efficiency of the procedure and improve the quality of service to parties in court proceedings. The claimant states the evidence to support their claims but without attaching them to the statement of claim.

Government Centre for Legislation

Since April 2011, various Polish legal acts have been transmitted to the [Government Centre for Legislation](#) in electronic form only, using the eGovernment portal electronic Platform of Public Administration Services. As a result, the electronic version of the legislation, which previously was merely complementary to the original paper version, can be validated if it bears a digital signature.

Networks

STAP

STAP, a Secure Network for Public Administration, is a nationwide network linking Central Government departments, offices, agencies and Local Government. Its primary goals are to integrate existing public networks in order to minimise maintenance and service costs (phone, Internet access and data transmission); to increase security; to enable the interoperability of applications; and to provide a communication infrastructure for the Electronic Platform of Public Administration Services (ePUAP). STAP is an acronym for a number of different sectoral networks.





SIPR

This ICT system built within the framework of the SIPR Project made it possible to introduce the electronic communication of emergency call operators (the 112 number) with emergency service operators, which significantly improved the existing contacts and shortened the time of handling calls. Operability and work efficiency increased thanks to the introduction of standardisation of procedures, a uniform training programme and a tool software.

National Education Network

The National Educational Network is a project to provide high-speed internet connections (at least 100 Mb/s) for all schools and make more e-resources available to teachers.

Data Exchange

mCitizen

mCitizen is a public mobile application for Polish citizens launched on Android and iOS platform. It is designed as a container for mobile documents. Currently, it has implemented mobile ID based on national citizens registries and mobile school ID.

eID and Trust Services

The Trusted Profile

The Trusted Profile is a solution that can be used to submit a free online signature in a public service, but also as a means of electronic identification using two authentication factors.

ID Card with Electronic Layer

The ID card is a secure tool for electronic communication with the administration, health service and commercial entities through the implementation of an electronic identity card. The data contained in the electronic layer of the ID card allows its holder to use online services and confirm their presence in a particular place and time. It is equipped with an advanced electronic signature and may contain qualified electronic signature from chosen (by the holder) trust service provider. Moreover, ICAO application is also implemented in the identity card.

National Electronic Identification Node

The **National Electronic Identification Node** provides convenient access to public portals and e-services provided by the administration. It is an organisational and technical solution that integrates IT systems at a single point in which public online services are made available, with various electronic identification systems used to confirm the identity of users of online services. According to the decision to introduce a federated electronic identification scheme in Poland, this can be issued by both public and private entities.

Commercial CAs Certificates

Qualified and unqualified certification authorities (CAs) issue electronic identifiers to individual persons. These identifiers are usually Integrated Circuit Cards (ICC) with crypto-controller, private cryptographic keys and public key certificates installed inside or software-based tokens. In the case of eGovernment systems and applications, the most frequently used identifiers are ones with qualified public key certificates.





Electronic signatures with unqualified certificates are used rarely, and their usage is mainly limited to message authentication, authentication of servers, workstations and other IT equipment.

Commercial eSignatures

The National Certification Centre performs the role of the root certification authority for the infrastructure of secure electronic signatures in Poland, entrusted to the National Bank of Poland by the Minister of Economy pursuant to the Act of 18 September 2001 on the electronic signature. Currently, in Poland there are five qualified certification service providers.

eProcurement

Procurement platforms: Public Procurement Office portal

The Public Procurement Office of Poland plays a central role in policy-making and coordination of the entire domestic public procurement system. The launch of the Public Procurement Office portal ('PPO portal') managed by the Public Procurement Office has been essential for the functioning of public procurement in Poland. The PPO portal contains information and tools aimed at developing the eProcurement system.

Information on Polish Public Procurement System

The current public procurement system of Poland is based on the Act of Public Procurement Law (PPL) adopted on 29 January 2004, with further amendments. The responsible body for such matters is the President of the Public Procurement Office, assisted in his/her work by the [Public Procurement Office](#). Entities obliged to follow PPL include different types of the public finance sector units. They are obliged to award contracts according to the rules of fair competition and equal treatment of economic operators, impartiality and objectivity of persons preparing and conducting procedures specified in the act of the Public Procurement Law.

eInvoicing

eInvoicing Infrastructure

eInvoicing in Poland is the responsibility of the Ministry of Entrepreneurship and Technology and Institute of Logistics and Warehousing. Poland is continuing with implementation of the eInvoicing Directive and building a platform (PEF) for eInvoicing to process and exchange eInvoices. Once it is operational, it is expected to be the main eInvoicing platform used by public entities and economic operators for B2G eInvoicing in public procurement.

ePayment

Electronic Court Payments

The [Electronic Court Payments](#) is a system that allows users to pay court fees electronically. Thanks to the automation of the process, it is possible to allocate fees to individual court cases without any problems.





Knowledge Management

[Widok.gov.pl](#)

A pilot version of [widok.gov.pl](#) developed by the Ministry of Digital Affairs and the National Institute of Telecommunications was launched. The portal provides information about currently accessible eAdministration services, along with their relative usage statistics.

[Public Information Bulletin](#)

The [Public Information Bulletin](#) (*Buletyn Informacji Publicznej – BIP*) is the official electronic journal providing access to public information. Information is distributed through a system of web information pages of central and local administration authorities, designed in a uniform layout and with common content guidelines.

[The Integrated Analytical Platform](#)

The Integrated Analytics Platform (*Zintegrowana Platforma Analityczna – ZPA*) is being designed for warehousing and analysing data collected from both public administration and commercially available sources. The objective is to create a common data format, which will make it possible to compare and analyse data so that public institutions are able to draw practical conclusions and make strategic decisions. Bringing together BigData analytics and market intelligence, the platform will provide tools enabling forecasting, developing strategy models and finally making decisions based on credible data.

The first concept of the project was drafted in November 2017 and developed throughout 2018. In the process, six major social issues were identified as priorities to be solved by the Polish government. The platform will provide solutions enabling data analysis, which will enable the responsible institutions to undertake the appropriate action to solve their problems.

Cross-border platforms

[eIDAS Node](#)

Poland's eIDAS Node enables a single login and password for Polish citizens in electronic services of EU Member States, and for citizens of other EU countries in Polish electronic services.

So far, Polish citizens can set up a Trusted Profile and use it only in national e-services. Foreign nationals cannot use his/her national eID in Polish e-services.

The Polish eIDAS Node allows citizens to extend their use of a Trusted Profile for electronic services of other countries. In the same way, citizens of EU countries will be able to use their national eID systems to login to Polish electronic services (such as ePUAP, PUE ZUS, biznes.gov.pl etc.).

The Polish eIDAS Node is a gateway for the [National Electronic Identification Node](#). As each EU Member State implements its own electronic services and eID systems in various ways, depending on its legal and organisational aspects, eIDAS Nodes provides mechanisms for integrating the Polish National Node with relevant systems of other EU countries.

To ensure an adequate level of security, it is planned that only notified eID systems of the EU Member States will be admitted to the cross-border login system. However, allowing access to national e-services for non-notified eID systems needs bilateral agreements between countries.

Poland will notify the Trusted Profile (*Profil Zaufany*) and newly introduced eID card (personal identification document) with an implemented inside electronic layer Personal Profile (*Profil Osobisty*) as one scheme. Preparations for notifications are





ongoing but there is no specified deadline to finish this process. Notification will last at least nine months from formal application.

The eIDAS solution allows citizens from Member States to prove and verify their identification when accessing on-line services in other Member States. It allows citizens to authenticate themselves by using their eIDs and connecting with their Identity Provider (IdP) from their country. The high-level process is as follows:

1. The citizen requests an on-line service in a Member State.
2. The citizen is requested to authenticate themselves by the on-line service.
3. At the authentication stage, it becomes apparent that the citizen has an eID from another Member State.
4. The request is sent to the citizen's country for authentication, through the eIDAS solution, to the citizen's Identity Provider (IdP) where authentication takes place.
5. The authentication result is returned to the service provider.
6. Authentication is complete, and the citizen can proceed with accessing the service.

The eIDAS Solution makes different eID national protocols interoperable with each other. The solution uses the eIDAS protocol to translate national identification data into a common format that is understood and used by Member States.

This allows the eIDs of Member States to be interoperable and accepted in other Member States, opening new possibilities and opportunities for citizens to use services across-border.

Single Point of Contact

The Single Point of Contact is a communication interface (node) between the Schengen Member States or Associated States. It allows for effective on-line communication, leading to regular implementation of tasks related to the exchange of cryptographic keys. In general, it will be used to exchange certificates between all countries of the Schengen area, which will enable the services (most often the Border Guard) to verify travel documents (usually passports) on this basis. Suspicious persons (or suspects) will be subject to further verification of fingerprints with imprints placed in the document.

Base registries

System of State Registers (SSR)

The system combines five registers: PESEL, Personal Data Register, Registry of Civil Status, System of State Awards, Central Register of Objections. Interconnections between each allows for the provision of new services. In 2018, data in the [System Of State Registers](#) was improved and made consistent in the amount of approximately 2 million records. i.e. names, surnames, addresses, identity documents, citizenships, marital status, death and birth data.

Registry of Sexual Crimes

The [Registry of Sexual Crimes](#) is a public database containing information about the most dangerous perpetrators of sexual crimes. These are primarily the data of persons who raped children or carried out acts of rape with particular cruelty. The system architecture includes data exchange and access to the National Criminal Register as well as the PESEL register and the Personal ID Card Register.

Mortgage register

Digitisation of [mortgage register](#) (electronic registration, provides free access to mortgage register, secure real estate trading).





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 the Interior and Administration, Control of Special and Intelligence Services
Website: <https://obywatel.gov.pl/dokumenty-i-dane-osobowe/dowod-osobisty-wniosek-o-dowod>
Description: Personalised information about the status of the document is available online.

Passenger rights

VAT refunds and excise duties

Responsibility: Central Government, Ministry of Finance
Website: <https://www.podatki.gov.pl/vat/abc-vat/procedure/>
Description: Tax refunds are available to entities authorised both from the European Union member states, and also from third countries in relation to goods and services purchased by them in Poland, or in relation to goods subject to importation into Poland.

Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Ministry of Family, Labour and Social Policy
Website: <http://psz.praca.gov.pl/>
Description: The portal provides detailed information for job seekers and





employers. The website allows for job searches in Poland, EU and EEA countries, as well as internships. The Pue.zus.pl portal enables users to check their current retirement account.

Unemployment and benefits

Unemployment benefits

Responsibility: Central Government, Ministry of Economy, Ministry of Family, Labour and Social Policy, Social Insurance Institution (ZUS)

Website: <https://www.praca.gov.pl/>

Description: Registration as an unemployed person online. Other online services include: to request a referral to training, to request to organise an internship, an application for a certificate. This ministry manages the Labour Fund which handles benefit claims in case of employer insolvency or bankruptcy. Registrations are administered by county labour offices and benefits are also paid by them.

Taxes

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance

Website: <https://www.podatki.gov.pl/pit/twoj-e-pit/>

Description: The new eDeclarations system, introduced on 1 January 2008, allows anyone, to submit his/her tax declaration electronically.

Certificate of no tax arrears

Responsibility: Central Government

Website: <https://www.biznes.gov.pl/pl>

Description: The tax office issues a certificate of non-payment in taxes at the taxpayer's request. The application together with the required documents are transmitted online via the portal [biznes.gov.pl](https://www.biznes.gov.pl). This option is available to individuals and companies.

Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Infrastructure

Website: <https://obywatel.gov.pl/kierowcy-i-pojazdy/prawo-jazdy-jak-zdac>

Description: Information and an application form is available on the portal [www.obywatel.gov.pl](https://obywatel.gov.pl). Personalised information with the possibility to check the status of the document is also available online.





Registration

Car registration (new, used, imported cars)

- Responsibility: Central Government, Ministry of Infrastructure
- Website: <https://obywatel.gov.pl/kierowcy-i-pojazdy/rejestracja-samochodu-motocykla-lub-innego-pojazdu>
- Description: The procedure is described on the national portal Obywatel.gov.pl. There is also an application form available for downloading.

Central Registry of Vehicles and Drivers

- Responsibility: Ministry of Digital Affairs
- Website: https://www.proz.com/kudoz/polish_to_english/law_general/942947-centralna_evidencja_pojazd%C3%B3w_i_kierowc%C3%B3w.html
- Description: The Ministry of Digital Affairs launched an updated Central Registry of Vehicles and Drivers (CEPIK 2.0) bringing in new functionalities for citizens and companies concerning technical tests.

Residence formalities

Residence rights

Announcement of moving (change of address)

- Responsibility: Ministry of the Interior and Administration
- Website: <https://obywatel.gov.pl/meldunek/wymelduj-sie-z-pobytu-stalego#scenariusz-przez-internet>
- Description: Online check-in and check-out service from place of residence.

Housing (building and housing)

- Responsibility: Ministry of Investment and Economic Development
- Website: <https://budowlaneabc.gov.pl/>
- Description: The website provides information on different issues regarding records of land and buildings.

Document and formalities

Certificates (birth, marriage): request and delivery

- Responsibility: Central Government, Local authorities
- Website: <https://www.gov.pl/web/mswia>; <https://obywatel.gov.pl/>
- Description: Requests can be sent in to the user's municipality. Many municipalities offer forms to download.

Criminal Record Certificate

- Responsibility: Ministry of Justice
- Website: <https://obywatel.gov.pl/dzieci/dziecko-zglos-urodzenie-dziecka>
- Description: The website provides information on how information from the National Criminal Register can be obtained, as well as the forms





which need to be completed.

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

Responsibility: Central Government, Ministry of the Interior and Administration

Website: <http://policja.pl/>

Description: Information only. Police forces are supervised by the Ministry of the Interior and Control of Special and Intelligence Services. The scope of information and content varies among regional police forces.

Waste (environment)

Responsibility: Minister of Environment

Website: <http://naszesmieci.mos.gov.pl/>

Description: The website provides information regarding the storage and management of waste.

Elections abroad

Participation in Polish elections

Responsibility: Ministry of the Interior and Administration

Website: <https://obywatel.gov.pl/zaswiadczenia-i-odpisy/wpisz-sie-do-rejestru-wyborcow#scenariusz-przez-internet>

Description: The website enables voters to register in elections.

Register to vote by correspondence

Responsibility: Ministry of the Interior and Administration

Website: <https://obywatel.gov.pl/zaswiadczenia-i-odpisy/zglos-zamiar-glosowania-korespondencyjnego>

Description: The website enables the submission of an application for voting by correspondence for those with disabilities.

Education and youth

School & university

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Science and Higher Education, higher education institutions

Website: <https://www.gov.pl/web/nauka/>

Description: Some of Poland's largest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education is working on a national system for registering high school final marks and making them available for the enrolment systems of universities.





Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Regional and Local authorities, Ministry of Culture and National Heritage

Website: <http://www.mkidn.gov.pl/>

Description: There is no centralised booking system for public libraries, yet most municipal libraries are equipped with online reservation catalogues. The National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. The Polish Internet Library was launched in December 2002 to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings, as well as scientific publications and special editions for the blind.

Student grants

Responsibility: Central Government, Ministry of Science and Higher Education, Bureau for Academic Recognition and International Exchange, higher education institutions

Website: <http://buwiwm.edu.pl/>

Description: Besides student grants (social, scientific, etc.), this office coordinates and organises the recruitment of Polish scientists and students on scholarships abroad and also foreigners studying and doing internships in Poland.

Mobile School ID

Responsibility: Ministry of Digital Affairs

Website: <https://www.gov.pl/web/mobywatel/mlegitymacja-szkolna>

Description: Mobile version of the pupils' card implemented in public mobile application mCitizen. The solution is fully deployed and available for willing schools and pupils.

Mobile Student ID

Responsibility: Ministry of Digital Affairs

Website: <https://www.gov.pl/web/mobywatel/mlegitymacja-studencka>

Description: Mobile version of the student card implemented in public mobile application mCitizen. A pilot project at two Polish Universities will be launched in 2019.

Traineeships

Internships

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://oferty.praca.gov.pl/>

Description: The central database for work offers allows for the search of internships in Poland and abroad.





Researchers

Funding support

Responsibility: Ministry of Investment and Economic Development

Website: <https://www.funduszeuropejskie.gov.pl/>

Description: Information on available funding opportunities from the European Union.

Information and assistance to researchers

Responsibility: EURAXESS Poland

Website: <http://www.euraxess.pl/>

Description: EURAXESS Poland 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/Regional and Local authorities, Ministry of Culture and National Heritage

Website: <http://www.mkidn.gov.pl/>

Description: There is no centralised booking system for public libraries, yet most municipal libraries are equipped with an online reservation catalogue. The National Library in Warsaw, the State Archives and the largest university libraries are equipped with electronic catalogues and search tools. The Polish Internet Library was launched in December 2002 to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings, as well as scientific publications and special editions for the blind.

Health

Unplanned health

eHealth

Responsibility: Ministry of Health, Centre for Health Information Systems

Website: <https://ezdrowie.gov.pl/>

Description: The website provides information on how to open an Internet Patient Account and the associated benefits for users.

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

Responsibility: National Health Fund (*Narodowy Fundusz Zdrowia*)

Website: <http://www.nfz.gov.pl/> (Integrated Informant of Patient)

Description: Information about services, hospitals and health centres is available online.





Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health, National Health Fund
Website: <http://www.nfz.gov.pl/>
Description: The National Health Fund centralises the financial management of healthcare services. Persons covered by general health insurance (on the compulsory or voluntary basis) are entitled to free healthcare services from healthcare providers with signed contracts with the regional branches of the National Health Fund.

Patient's Internet Account (IKP)

Responsibility: Centre of Information Systems for Health Care
Website: <https://pacjent.gov.pl/>
Description: Thanks to IKP, every patient now has online access to personal health information, including received e-Prescriptions, e-Referrals, benefits provided and their cost. New functionalities offering access to EHR, lifestyle related and prevention information, a medicines database, and general guide to the healthcare sector will be developed shortly.

Electronic Medical Leave

Responsibility: Polish Social Insurance Institution (*Zakład Ubezpieczeń Społecznych*)
Website: <https://www.zus.pl/ezla>
Description: Allows doctors to issue an electronic document which is automatically transferred to the insurance company and employer.

Planned medical treatment abroad

Healthcare abroad

Responsibility: National Health Fund (*Narodowy Fundusz Zdrowia*)
Website: <http://www.nfz.gov.pl/dla-pacjenta/zalatw-sprawe-krok-po-kroku/jak-wyrobic-karte-ekuz/>
Description: The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Poland (e.g. while on holiday or on a business trip) in EU states, EEA countries or Switzerland. The website gives information on how to request the EHIC, as well as which forms to complete for obtaining the card.

Getting prescription medicine abroad

ePrescription

Responsibility: Centre of Information Systems for Health Care
Website: https://pacjent.gov.pl/pomoc/czym_jest_erecepta
Description: As of 1 January 2019, all Polish pharmacies are connected and healthcare units are adjusting their systems to the service





platform. In 2020, participation in this network will be mandatory for everyone in the Polish healthcare system.

Family

Children

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Local authorities

Website: <https://www.gov.pl/web/mswia>; <https://obywatel.gov.pl/>

Description: Information is available on the above-mentioned portal, as well as obywatel.gov.pl and on the website <http://epuap.gov.pl> where one can fill in a request form and send it to his municipality. Many municipalities offer forms to download too.

Child allowances

Responsibility: Ministry of Family, Labour and Social Policy

Website: <https://empatia.mpips.gov.pl/>

Description: Most child allowances (including 500+) are available on-line via the portal. Authorisation using a trusted profile is required.

Registration of birth

Responsibility: Ministry of the Interior and Administration

Website: <https://obywatel.gov.pl/dzieci/dziecko-zglos-urodzenie-dziecka#scenariusz-przez-internet>

Description: This eService enables parents to register the birth of a child and choose his or her name.

Consumers

Unfair treatment

Consumer protection

Responsibility: Office of Competition and Consumer Protection

Website: https://uokik.gov.pl/consumer_protection4.php

Description: The portal gives comprehensive information on consumer protection rules in Poland, provides help and advice for consumers, information on Abusive Contract Terms, as well as useful links consumers can consult.

Consumer protection (cross-border)

Responsibility: ECC-Net Poland

Website: <https://konsument.gov.pl/en/>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It informs consumers on their rights and assists them with cross-border consumption issues, promoting and supporting out of court





disputes resolution more quickly and at a lower cost than the Court claim procedures.



Digital Government Services for Businesses

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 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

Patents

Responsibility: Patent Office of the Republic of Poland

Website: <http://portal.uprp.pl/>

Description: The website offers multiple online services such as a database with information about objects of protection, according to predetermined criteria, publications, list of patent attorneys, as well as ways of communication with the patent office electronically.

Start-Ups, developing a business

Youth guarantee

Responsibility: Ministry of Family, Labour and Social Policy

Website: <http://gdm.praca.gov.pl>

Description: The website of the programme Youth Guarantee offers different services for young people, including information on where to find a job or how to start a business, and increase their education level to match the market needs better.

Request for issuing a work permit

Responsibility: Central Government

Website: https://www.biznes.gov.pl/pl/firma/pracownicy-w-firmie/chce-zatrudnic-pracownika/proc_228-zezwolenie-na-prace-sezonowa

Description: Requests for issuing a work permit or a seasonal work permit online enables employers interested in employment of foreigners from all non-EU/EEA foreign nationals to submit their request.





Taxation

Excise duties, VAT and business tax

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance

Website: <https://www.gov.pl/web/finanse>

Description: The eDeclarations system, introduced in 2008, can be used to submit tax declarations electronically.

Customs declarations (e-Customs)

Responsibility: Central Government, Customs Service

Website: <https://www.podatki.gov.pl/clo>

Description: Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using CELINA WebCel (for standard procedures) and CELINA OPUS (for simplified procedures) subsystems, both constituting the customs gateway. In September 2007, Polish Customs launched a new Export Control System (ECS) which has allowed the electronic handling of export customs declarations. Now, 100% of tax declarations are processed online.

Selling in the EU

Public contracts

Public procurement / eProcurement

Responsibility: The Polish Public Procurement Office (PPO)

Website: <https://www.uzp.gov.pl/en>

Description: The portal of the Office of Public Procurement provides an official Public Procurement Bulletin with a search engine, database of contract awards and an online tender publication system. Tender notices and tenders award notices with a value above EUR 6 000 and below EUR 60 000 are to be submitted online on the PPO portal by registered Public Administrations.

Human Resources

Employment contracts

Employment opportunities outside the country

Responsibility: Labour Market Department Ministry of Family, Labour and Social Policy

Website: <http://psz.praca.gov.pl/dla-bezrobotnych-i-poszukujacych-pracy/praca-za-granica>

Description: The section is divided into information on working abroad in the European Union countries as well as opportunities in other countries.





This section also contains information for Polish citizens who return to the country after a period spent living abroad.

Social security and health

Social contributions for employees

Responsibility: Central Government, Social Insurance Institution (ZUS)

Website: <https://www.zus.pl/>

Description: An online system using Public Key Infrastructure for sending social security monthly declarations, and mandatory for all entities employing more than five persons.

Chief Labour Inspectorate portal

Responsibility: Chief Labour Inspectorate portal

Website: <https://www.pip.gov.pl/en>

Description: The website of the Chief Labour Inspectorate contains all necessary information related to the legality of employment, finding district inspectorates, et cetera.

Product requirements

Chemicals (REACH)

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

Responsibility: Bureau for Chemical Substances

Website: <http://reach.gov.pl/>

Description: The website offers information directed at small and medium-scale enterprises.

Energy labels, eco-design requirements, EU Ecolabel

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment

Website: <http://www.ekoportal.gov.pl/>

Description: Information only.

Finance and funding

Accounting

Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Office (GUS)

Website: <https://stat.gov.pl/>

Description: Submission of data to regional statistical offices can be done using the downloaded cliSent programme and online forms.





Getting funding

Subsidies and financing

Responsibility: Enterprise Agency

Website: <http://gdm.praca.gov.pl/>

Description: Information on available funding opportunities from various ministries and the European union.

Dealing with customers

Consumer contracts and guarantees

Help Centre for Entrepreneurs

Responsibility: Central Government

Website: <https://www.biznes.gov.pl/pl/centrum-pomocy>

Description: An information point for conducting business for entrepreneurs and public administration. The Centre is for the users of the Central Register and Information on Business and biznes.gov.pl. Consultants from the Help Centre answer questions through various communication channels: telephone, livechat, automatically by the virtual official or a contact form. Video chat, sharing a screen (co-browse) and making calls with consultants through a web browser are frequently used tools. The Help Centre is also adapted for the hearing impaired. All information and electronic services are available in Polish and English.



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 Mariusz Przybyszewski, Ministry of Digitalisation.



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