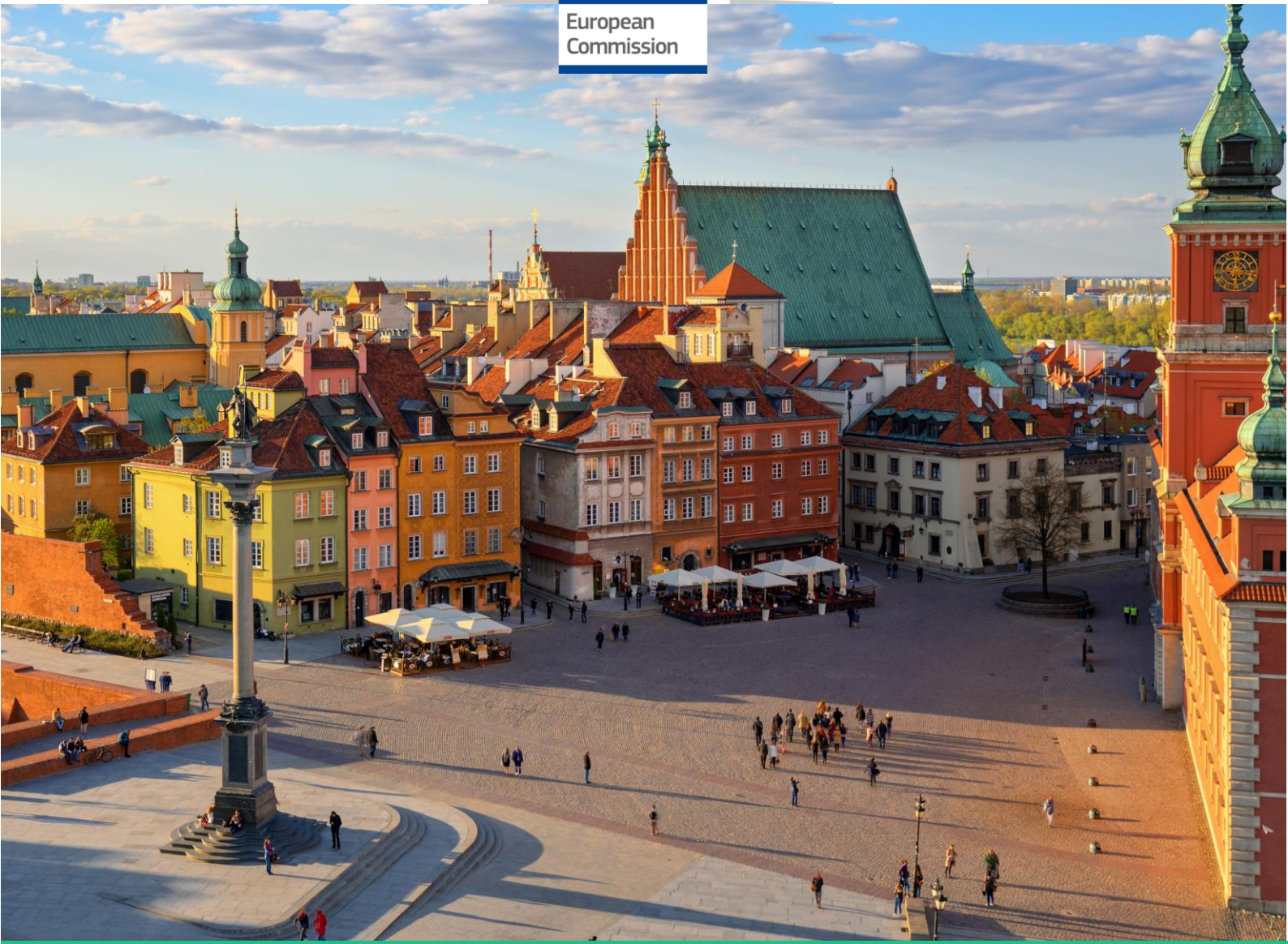




European
Commission



Digital Public Administration factsheet 2020

Poland

Table of Contents

1	Country Profile.....	4
2	Digital Public Administration Highlights	9
3	Digital Public Administration Political Communications	11
4	Digital Public Administration Legislation	18
5	Digital Public Administration Governance	27
6	Digital Public Administration Infrastructure.....	32
7	Cross-border Digital Public Administration Services	39



1

Country
Profile

1 Country Profile

1.1 Basic data

Population: 37 972 812 (2019)

GDP at market prices: 529 029.2 (2019)

GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 73 (2019)

GDP growth rate: 4.1% (2019)

Inflation rate: 2.1% (2019)

Unemployment rate: 3.3% (2019)

General government gross debt (Percentage of GDP): 46 (2019)

General government deficit/surplus (Percentage of GDP): -0.7 (2019)

Area: 312 682 km²

Capital city: Warsaw

Official EU language: Polish

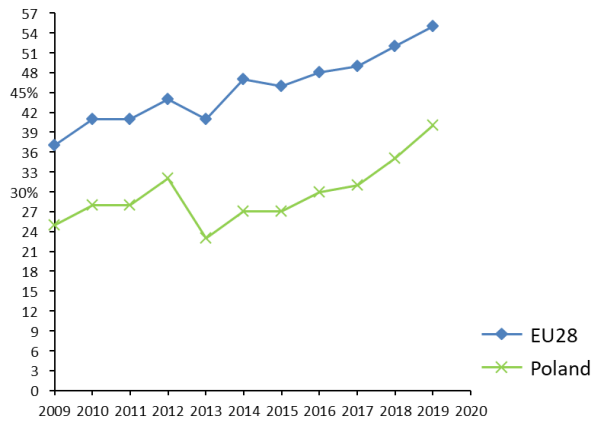
Currency: Polish Zloty (PLN)

Source: Eurostat (last update: 26 June 2020)

1.2 Digital Public Administration Indicators

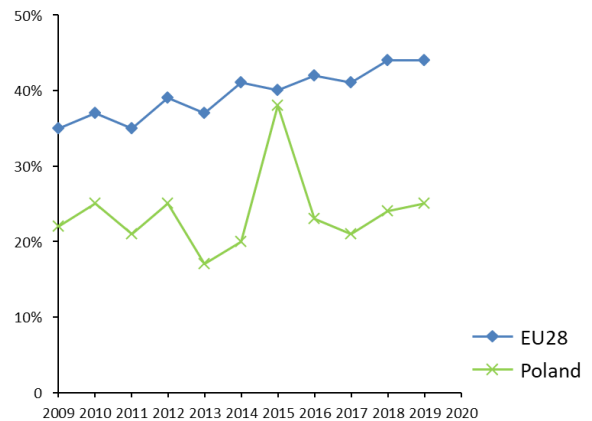
The following graphs present data for the latest Digital Public Administration Indicators for Poland compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the factsheet is being prepared.

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



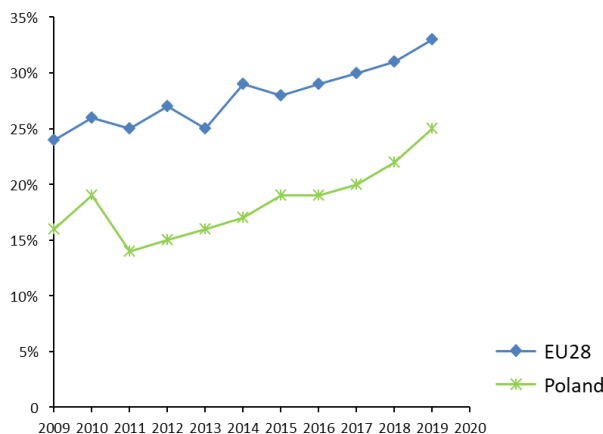
Source: Eurostat Information Society Indicators

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



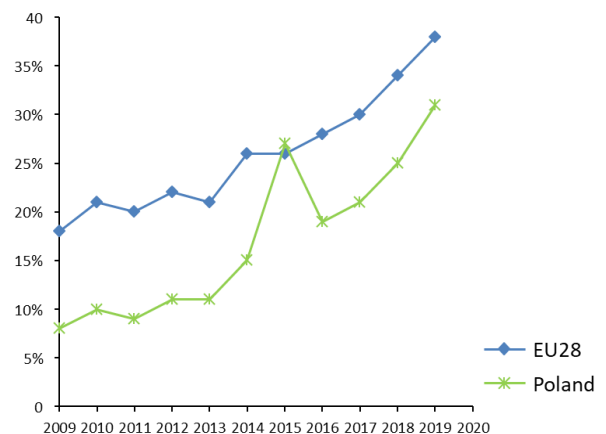
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

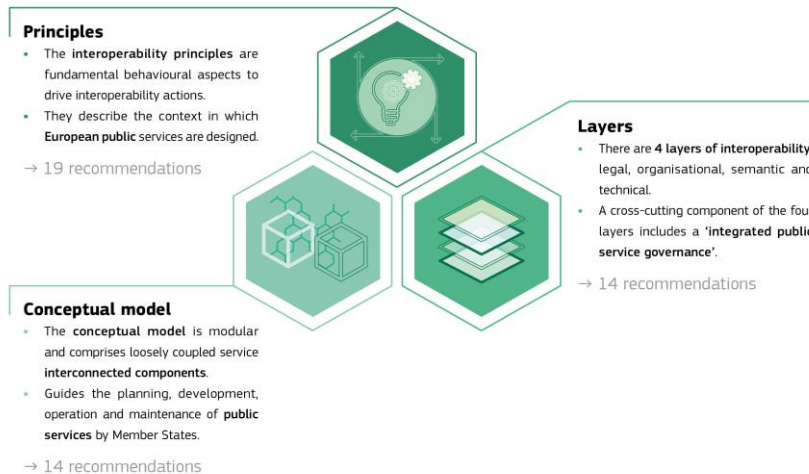
Percentage of individuals using the internet for sending filled forms to public authorities in Poland



Source: Eurostat Information Society Indicators

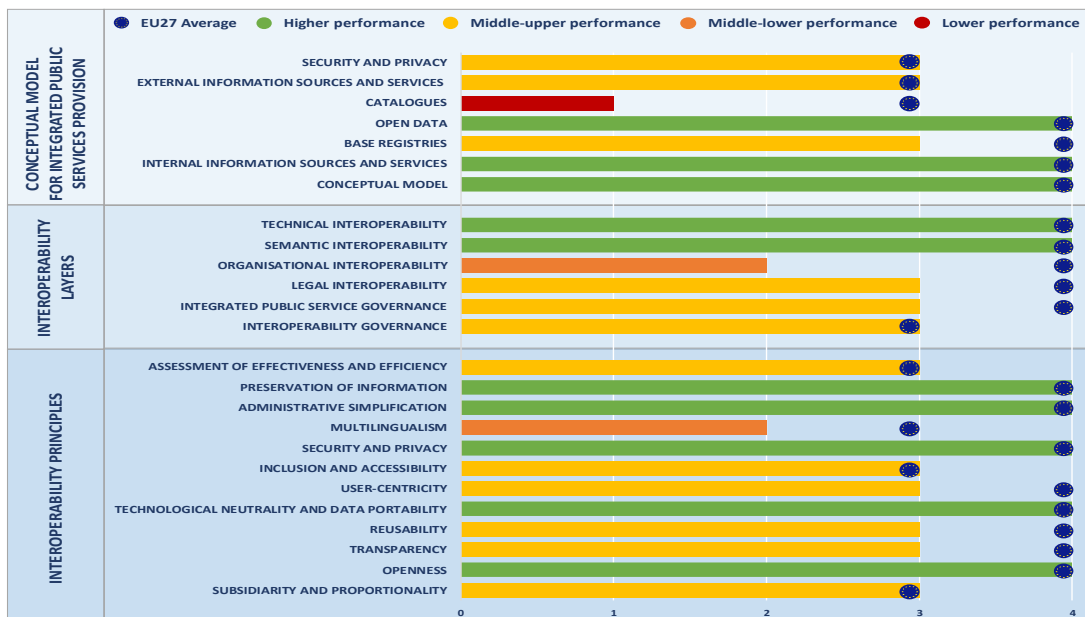
1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Poland in 2019. It is possible to notice an overall medium performance of the country. The areas of improvements are distributed throughout the three scoreboards and the main one is related to the use of catalogues of public services, public data, and solutions.



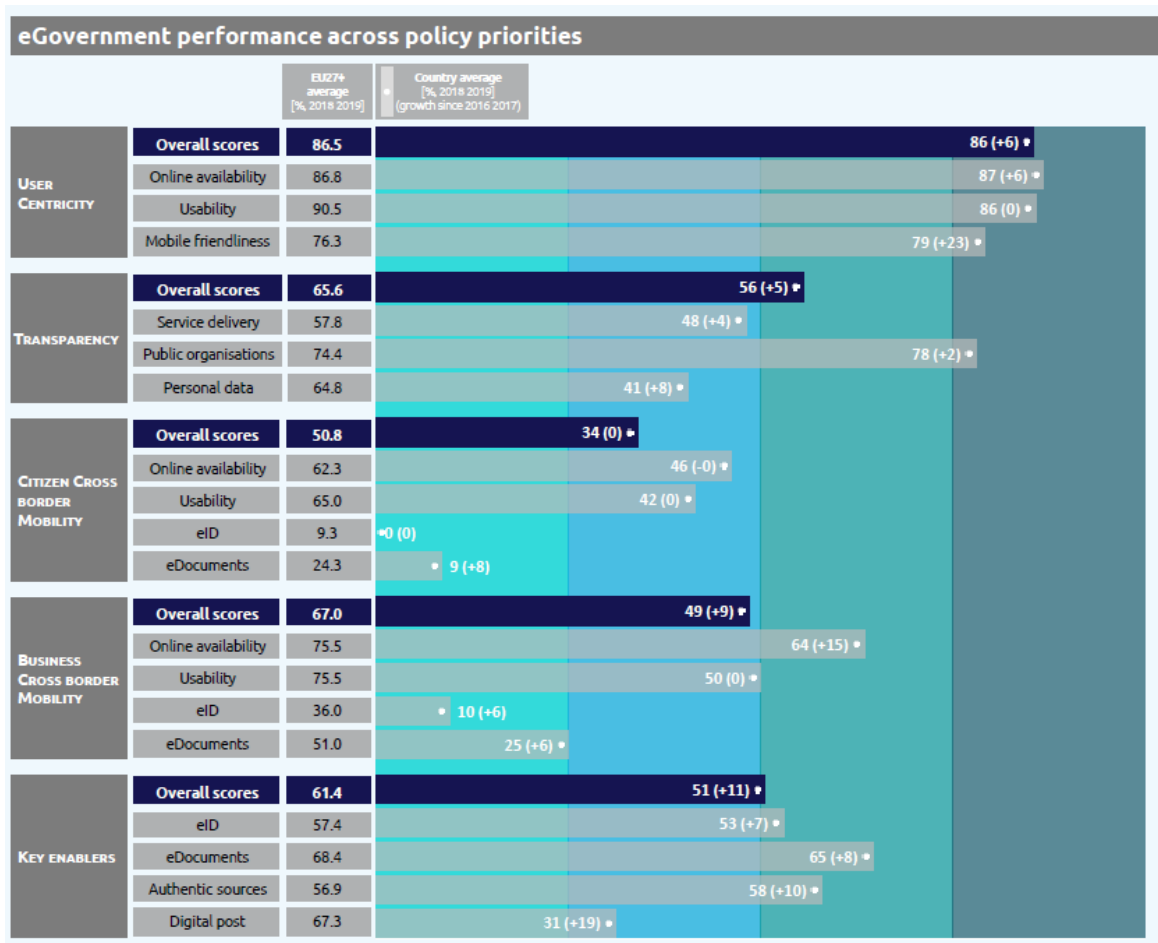
Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment 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 government 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.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (*Losing and finding a job, Studying, Family life*, all measured in 2012, 2014, 2016 and 2018, and *Starting a small claim procedure, Moving, Owning a car*, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (*Business start-up*, measured in 2012, 2014, 2016 and 2018, and *Regular business operations*, measured in 2013, 2015, 2017 and 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheets

A blurred background of people in a meeting with a laptop in the foreground. The scene is brightly lit, suggesting an indoor office or meeting room. The laptop is silver and is open, with the keyboard and trackpad visible. The people in the background are out of focus, showing various postures and interactions.

2

Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The latest amendment of the **National Integrated Informatisation Programme (PZIP)** took place in September 2019. The strategic document defined Government actions aimed at modernising the public administrations with the use of digital technologies.

Within this scope, the Council of Ministers adopted as a resolution the **Cybersecurity Strategy of the Republic of Poland for 2019-2024** in October 2019. The State aims to increase the level of resilience to cyber threats and protection of information in the public, military and private sectors, as well as promoting knowledge and good practices to enable citizens to better protect information. The objectives will be executed through a dedicated Action Plan, which identifies mechanisms and measures to strengthen Poland's cyber security capabilities by 2024.

Further relevant developments include the eProcurement project developed by the Ministry of Economic Development in partnership with the Ministry of Digital Affairs. The project tackles the gradual implementation of new service among entrepreneurs, from October 2020 until October 2026. The new service assumes a new, fully electronic correspondence exchange channel to be established between public administration, citizens and entrepreneurs.

Digital Public Administration Legislation

The **Act on the Computerisation of the Operations of the Entities Performing Public Tasks** was amended in 2019, in order to introduce the System of State Registers to law order as an organisational and technical tool serving public registers. In addition, the act obliged the Minister of Digital Affairs to determine technological standards of the System of State Registers and data exchange standards between registers included. Entities managing public registers are obliged by the act to verify data which are registered for the first time with data in Personal Register Data (PESEL).

In addition, the **Act on Trust Services and Electronic Identification** was amended in 2019 and 2020. The new Public Procurement Law, which envisages that all public procurement procedures will be electronic regardless of their value, is ready to come into force January 2021.

Digital Public Administration Governance

No key development took place in this field to date.

Digital Public Administration Infrastructure

During 2019, the **Portal of the Republic of Poland**, which is the main central gateway to digital information and eServices of the state, has made available a list of eServices of government administration - for citizens, entrepreneurs and officials; information webs of relevant institutions such as ministries; a list of units subordinate to particular ministries and the Polish and English pages of Polish embassies, and additionally some of them in national languages (e.g. Armenian, Korean, Japanese).



3

Digital Public
Administration
Political
Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on Digital Public Administration

Strategy for Responsible Development

The key objectives of the **Strategy for Responsible Development** include increasing the wealth of Polish citizens and reducing the number of persons at risk of poverty and social exclusion by 2020.

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%;
- a 10% share of advanced technology products in total exports.

Among the main objectives still to be implemented, there are 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 businesses remotely. It will be necessary to ensure the interoperability of public IT systems and to computerise the internal processes of the administration.

This strategy sets out the following measures:

- Providing eServices relevant for citizens and entrepreneurs;
- Creating a single information and eServices website for the government administration;
- Introducing a uniform and secure system for identifying citizens (eID) in eServices systems of public administration;
- Ensuring a dominant share of digital document flow on 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 acknowledged that Poland was significantly lagging behind other Member States in the use of the developmental potential of ICT. It will be running until 2023.

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 the improvement in the quality and efficiency of public services through digitalisation. The method for implementing eServices includes mechanisms to prevent the phenomenon of 'Digitalisation 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 their quality of life, also socially, and increase the competitiveness of the labour market. By the end of 2019, 10 836 km of broadband network were built and almost 40 000 households and 8 500 public schools were connected to high-speed internet. Human capital related actions resulted in 70 579 people trained in using internet, including eServices and more than 41 000 acquiring increased digital competences. In the area of eAdministration, 28 new public eServices and 34 new databases accessible through API were provided.

The new edition of the OP Digital Poland for the years 2021-2027 with a similar thematic scope is currently under preparation.

Under this programme, the Polish government launched in 2017 the National Educational Network, an initiative established to provide high-speed internet connections (at least 100 Mb/s) to all schools and make more eResources 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.

National Integrated Informatisation Programme (PZIP)

The **National Integrated Informatisation Programme (PZIP)** was adopted in January 2014. The latest amendment of the PZIP took place in September 2019. This strategic document defines government actions aimed at developing the public administration using modern digital technologies and, as a result, improving the functioning of the State, while creating conditions that facilitate citizens' communications with the public administration, and the use of information resources and shared solutions for their needs.

The main objective of PZIP is to modernise public administrations with the use of digital technologies, thus improving the efficiency of the State and improving the quality of the relations between the administration, citizens and other stakeholders.

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 is to organise the IT systems and adopt a method for managing their development in accordance with the guidelines of the National Integrated Informatisation Programme.

The State Information Architecture contains principles, standards, models and management processes, as well as elements necessary to implement the digital vision of the State covering legal, organisational, semantic and technical layers.

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

3.2 Interoperability

State Information Architecture

The **State Information Architecture** consists of a vision of future architecture and models, standards and documentation, 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, which is a process designed to reduce systems and products' complexity, including the Architecture Vision and IT Action Plan;
- Architecture Assurance, which is a process designed to ensure the conformity of projects with Architecture Vision, Architecture principles, standards and the IT Action Plan;
- Principles and Standards Management, which is a process to define and maintain Architecture standards and produce a catalogue of standards.

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

3.3 Key enablers

3.3.1 Access to public information

The Open Data Programme

The **Open Data Programme** was adopted on 20 September 2016 by a resolution of the Council of Ministers. This was the first governmental document dedicated to opening public data.

The main aim of the document was to improve the quality and quantity of available data via the **open data portal**. It emphasised transparency in public administration and the facilitation of citizens' participation in governance, analysis and public data re-use.

As a continuation, in 2019, a new project called Open data plus was inaugurated. Under the project, new data sets are released through API and two new bodies are established within the Ministry of Digital Affairs to support the opening of public data, i.e. Open data laboratory (technical and legal advice) and Open data academy (trainings).

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, the security standard, the technical standard, and the legal standard. In 2018, the Polish Ministry of Digital Affairs elaborated them to ensure that data provided by the public administration would be of a higher quality. Open data may now be reused for research or business purposes. Opening public data makes public administration activities more transparent and allows civic control thereover.

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).

3.3.2 eID and Trust Services

No political communication has been adopted in this field to date.

3.3.3 Security aspects

Cybersecurity Strategy

In the course of 2018, Poland created a solid base for strengthening cybersecurity within the country. In October 2019, the Council of Ministers adopted, by means of a resolution, the **Cybersecurity Strategy of the Republic of Poland for 2019-2024**. The State aims to increase the level of resilience to cyber threats and protection of information in the public, military and private sectors, while promoting knowledge and good practices to enable the citizens to protect information better.

The strategy defines five specific objectives that should be fulfilled by the government:

- Developing the national cybersecurity system (including adoption of the provisions of the Cybersecurity Act into the Polish legal system);
- Increasing the level of resilience of information systems of the public administration and private sector, and achieving the capacity to effectively prevent and respond to incidents;
- Increasing the national capacity in the area of cybersecurity technology;
- Building public awareness and competences in the area of cybersecurity;
- Ensuring the Republic of Poland a strong international position in the area of cybersecurity.

The objectives will be executed through a dedicated action plan that will be adopted during Q2 2020, in order to implement the strategy, whereby specific actions, responsible entities, KPIs and funding will be specified. The action plan identifies mechanisms and measures to strengthen Poland's cyber security capabilities by 2024. Moreover, it replaces the National Framework of Cybersecurity Policy of the Republic of Poland for 2017-2022 (adopted in 2017).

In addition, it aligns its strategy with the obligations laid down in the NIS Directive with regard to the adoption of the national cybersecurity strategies by Member States. Lastly, it establishes an effective public-private partnership (Programme for Cooperation in Cybersecurity) with global and national technological companies that aims at strengthening the cooperation in areas such as: information sharing on incidents or vulnerabilities, education, cyber hygiene etc.

3.3.4 Interconnection of base registries

Efficient State Strategy 2020

According to the **Efficient State Strategy 2020**, high interoperability of all IT systems and public registers is a fundamental condition for the implementation of common standards for electronic communication in the public sector and for providing reference data for current offices work. The possibility of automatic verification of data provided by persons using public services with reference data from public registers will allow to improve the current work of public entities, obliged to perform the tasks specified in the law, and at the same time will speed up the settlement of matters.

For these reasons, the basis for the modernisation of public records is the development of a PESEL (personal identity number in Personal Data Register) record, which should be a reference set of data about citizens. It is necessary to introduce and enforce principles for limiting to the necessary minimum the range of data which will be required from the citizen when dealing with official matters. Units keeping registers must have the obligation of mutual exchange of information, and direct information requests from registered entities should only be possible if the data obtained from other records are insufficient.

Two-way communication between secondary and primary records (supplied directly with data obtained from the registered entities) should be provided. A modern and secure IT infrastructure, built on robust integrated tele-information systems, is now the basis for the functioning of offices and the exchange of information between offices and citizens, as well as the offices themselves and other public bodies. Currently, the government is programming the new Efficient and Modern State Strategy 2030.

3.3.5 eProcurement

eProcurement project 2020 - 2026

The Ministry of Economic Development is currently working on an eProcurement project in partnership with the Ministry of Digital Affairs. The project involves the gradual implementation of a new service among entrepreneurs, from October 2020 until October 2026. The new service introduces a new, fully electronic correspondence exchange channel to be established between the public administration, citizens and entrepreneurs.

3.4 Domain-specific political communications

No political communication has been adopted in this field to date.

3.5 Emerging Technologies

Artificial Intelligence Policy of Poland

Initiated and led by the Ministry of Digital Affairs, a team of independent experts identified five areas in which immediate action should be taken for the **development of artificial intelligence** in Poland. These are innovation companies, education, the public sector, intercontinental cooperation and society. Following this initiative, the Ministry of Digital Affairs is evaluating information received from the public consultations on the document, to verify if these areas are appropriate for the Polish government vision and the vision of EU strategies in Artificial Intelligence. The final version of the document will be available in Q1 2020.

Moreover, in July 2019, the Ministry of Digital Affairs launched the **AI Programme**, which comprises **three main pillars**: education, strategy and technical projects. The Department of Innovative Solutions within the Ministry is responsible for its coordination. The main goal of the programme is to coordinate all projects and activities within the Ministry and subordinated units in order to simultaneously provide projects in all areas: educating society and public units, providing technical projects and supporting their development on the market as well as giving a frame to every action in the country related to AI Policy.

Internet of Things

In August 2018, the Minister for Digital Affairs launched the Working Group for the 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 a dynamic development of IoT in Poland. The [report IoT in the Polish economy](#) was officially launched in July 2019 and will be available in [English](#) in Q2 2020.

Moreover, the group presented detailed recommendations in three areas: IoT Project Management and Finance, Legislation and IoT Certification. As a consequence, an action plan for 2020 has been drafted to include possible changes in local regulations, facilitating sustainable development and a wider use of IoT-based solutions. In order to stimulate and encourage local governments and SMEs to implement IoT solutions, the Ministry of Digital Affairs carried out the following activities in 2019:

- Organising a series of seminars focusing on IoT;
- Sharing a one-access-point library with information on variety of funds available for innovative solutions;
- Launching of [the Map of Innovations in Poland](#). The beta version covers over 100 examples of application of new technologies (IoT/AI) in local government units, scientific units and/or public administration institutions.

Blockchain

In January 2019, a Working Group for DLT/Blockchain was launched with members extensively representing the blockchain market in Poland, except for crypto-currency. The group identified a wide range of issues where the State should be actively engaged: GDPR, electronic seals, electronic promissory notes and token as a bond. White papers about the four above-mentioned issues were presented in March 2020. Currently the group acts as a know-how exchange forum aiming to outline a national strategy for capital market development, financial and payment instruments, fintech applications. It is also devoting time to preparing blockchain applications in real estate and energy market and identifying opportunities for supply chain, agriculture, healthcare, and public services.

In addition, representatives of the Ministry of Digital Affairs have been engaged in the European Blockchain Partnership initiated by the EC DG Connect. EBP plans for 2020 include testing EBSI infrastructure to service pilot cross-border use cases. Polish node for EBSI infrastructure should be deployed in April 2020. Following the EU SME Strategy for a sustainable and digital Europe (COM(2020), 103) there will be a blockchain-based initiative enabling issuance and trading of SME bonds across Europe, using EBSI.

A person in a blue suit is seated at a desk. In the foreground, a silver laptop is open, showing its keyboard. To the left of the laptop, there is a stack of several books and a golden scale of justice. The person's hands are visible, holding an open book. The background is slightly blurred, showing the person's torso and arms.

4

Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on Digital Public Administration

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, 2018 and 2019). 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 the **Electronic Platform of Public Administration Services (ePUAP)**, the central repository of electronic document templates, and the supervision and support of IT projects in public administration at both central and local levels. Moreover, it established the public electronic identification scheme under which two electronic identification means for natural persons are issued. It also enabled citizens to confirm their identity or rights (e.g.: for driving licenses) using a mobile device instead of documents intended for this.

The last amendment in 2019 also introduced the System of State Registers to law order as an organisational and technical tool serving public registers. The act obliged the Minister of Digital Affairs to determine technological standards for the System of State Registers, including data exchange standards between registers. The entities managing public registers are obliged by the act to verify data which are registered for the first time with data in the Personal Register Data (PESEL).

4.2 Interoperability

Regulation on National Interoperability Framework

The Regulation on the National Interoperability Framework, minimum requirements for public registers and information exchange in electronic form and minimum requirements for ITC systems, adopted on 12 April 2012 by the Council of Ministers, was further amended in 2014 and 2016.

4.3 Key enablers

4.3.1 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 functions, 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 – the **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:

- It 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;
- It 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**;
- It granted applicants the right to sue not only for refusal to provide public information for re-use, but also on conditions of use which might violate the law.

Poland amended the Act on Access to Public Information in 2010, fully transposing into national law **Directive 2003/98/EC** on 17 November 2003 on the re-use of Public Sector Information (PSI).

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 of 25 February 2016 on the Re-use of Public Sector Information** 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 for reuse and rules for determining re-use charges.

This act fully implemented **Directive 2013/37/EU** of 26 June 2013 amending **Directive 2003/98/EC** on the re-use of public sector information.

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 lodge a complaint 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.

4.3.2 eID and Trust Services

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 act was adopted on 5 September 2016 and then amended in 2018, 2019 and 2020.

The 2018 amendment established 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 schemas (provided by public or private entities). Users who use electronic identification means issued in electronic

identification schemas connected to the national electronic identification node can authenticate in any public online services.

Polish National Electronic Identification (eID) Scheme

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

With this act the Polish National Electronic Identification scheme was established. Its purpose is to allow Polish citizens, companies and other entities to identify themselves online in order to access the public electronic services using any electronic identification mean connected to the national node of electronic identification. This was achieved by integrating eID schemas in the national functioning in order to create a single, standardised access point to eID services.

In 2019, four electronic identification means were issued in two electronic identification schemas: a public scheme provided by the Ministry of Digital Affairs and MojeID, a private scheme provided by [Krajowa Izba Rozliczeniowa S.A](#), were connected to the national node. It comprised a trusted profile of a public electronic identification mean based on an immaterial unit containing personal identification data, a personal profile public electronic identification mean based on national ID card containing personal identification data, and an electronic identification mean issued by PKO Bank Polski in MojeID schema.

Amendment to the Act on Identity Cards

The [amendment to the Act on Identity Cards](#) introduced an electronic identity card, a new secure tool enabling electronic identification and an advanced electronic signature called personal signature. Advanced electronic signatures have to be respected by public bodies, not only administrative bodies. In a private sector relation e.g. between client and business, it is respected if all parties agree. If a user wishes to use the ID card, he/she may include a qualified electronic signature certificate from a trust service provider chosen by the holder. 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, how to safely share electronic copies of documents as well as safety conditions for forms and templates of shared documents. It has been amended twice so far. It is planned to replace this regulation by a general act on electronic delivery (Act on the delivery of documents by electronic means). The [draft law](#) was submitted to the Parliament in February 2020. It should enter into force in October 2020, except for some amendments to be introduced in other acts (i.e. Code of Criminal Procedure, Code of Civil Procedure).

Trust services

The [Act on Trust Services and Electronic Identification](#) established the [Narodowe Centrum Certyfikacji](#) (NCCert). It is a public centre provided by the Polish National Bank which issues certificates to qualified trust service providers for the verification of advanced electronic signatures or electronic seals as referred to in Regulation 910/2014, and certificates for the verification of other trust services provided by qualified trust service providers. Apart from qualified electronic signatures, two kinds of electronic signatures shall have the equivalent legal effect of a handwritten signature for public entities: the "personal signature" based on a certificate contained in an electronic layer of the Polish national eID card, and the "trusted signature". This is a specific signature which includes a person identification data taken from an

electronic identification mean which is issued under a public electronic identification scheme.

4.3.3 Security aspects

Act on the National Cyber Security System

The **Act on the National Cyber Security System** fully transposed into Polish legislation 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 on organisational and technical conditions for entities providing cybersecurity services and internal organisational structures of operators of essential services responsible for cybersecurity 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 enabling 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 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 cyber security, was set up together with an 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. The Plenipotentiary and the Advisory Committee ensure the coordination of the cybersecurity system at governmental level.

Act on the Protection of Personal Data

The initial act on the Protection of Personal Data was adopted on 29 August 1997 and 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** is in charge of enforcing it. In case of a breach of the provisions on personal data protection, the Inspector General, ex officio, is instructed to take legal measures.

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) started in 2016 with wide-spread public consultations. The process concluded with the adoption of the Act on the Personal Data Protection of 10 May 2018 which came into force on 25 May 2018, thus replacing the act of 1997.

The purpose of the act was to ensure the application of the provisions of the GDPR. To make the Polish regulations fully compliant, the Minister for Digital Affairs proposed amendments to 162 Polish acts. The activities – involving close cooperation with all relevant institutions, business organisations, public administration and NGOs – resulted in the Act of 27 February 2019 amending certain acts related to 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 repealing Directive 95/46/EC.

Act on the National Cyber Security System

The adoption of the **Act on the National Cyber Security System**, on 5 July 2018, transposed the NIS Directive into the Polish legal system. This legislation defined the national cyber security system and the tasks and responsibilities of the entities in the system. The purpose of the national cyber security system was to ensure cyber security at national level, including the uninterrupted provision of essential services and digital services, by achieving an appropriate level of security involving the information systems used to provide these services, and by providing for incident handling. The act also specified:

- The scope of the Polish National Cyber Security Strategy;
- The establishment of a Single Point of Contact for cyber security run by the minister competent for digitalisation;
- The institution of the Government Plenipotentiary for Cybersecurity responsible for the coordination of activities and implementation of the government policy in the field of cyber security;
- The creation of an Advisory Committee operating in the Council of Ministers, in the capacity of consultative and advisory body in matters of cyber security;
- The establishment of three CSIRTs at national level and seven competent authorities responsible for cybersecurity within essential sectors in Poland (listed in the annex to the act);
- The addition of public administration to the system with regard to incident handling and reporting;
- Poland has almost finished the identification and designation of operators of essential services. Moreover, the effective cooperation and coordination mechanisms are in place;
- Additionally, one legal act (secondary legislation) - an ordinance of the Minister of Digital Affairs on organisational and technical conditions for entities providing cybersecurity services and internal organisational structures of operators of essential services responsible for cybersecurity – was amended, due to market needs.

4.3.4 Interconnection of base registries

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

This act of 23 March 2017 introduced legal modifications to allow citizens to access public administration services without leaving their home, i.e. via IT systems. These changes are in line with the targets of the Paperless Cashless Poland Programme. They are another step to help citizens apply for benefits without having to visit many offices to collect various certificates. In particular, the act:

- Enabled users to check online the number of penalty points drivers were assigned for traffic violations. Information on the number of points were available after authentication of the data subject with the trusted profile - based on data provided by the police from the records of drivers violating traffic regulations;

- Ensured environmental protection inspectorate bodies access to the central register of vehicles (CEP);
- Reduced the number of documents (certificates) that must be attached to applications for family benefits, the grand family card and childcare benefits.

Act on Identity Cards

The **Act on Identity Cards** regulates the procedure for issuing identity cards and rules determining Identity Card Registry (the element of the system of the State Registers). It states the data which can be processed, rules for exchanging and verifying data and describes how data from the register can be made available or verified via electronic services. The Act also contains information on electronic layers and certificates on identity cards. Furthermore, the act enables some actions via electronic services (available after authentication):

- Applying for identity cards;
- Suspending and resuming certificates in electronic layer (in case of temporary loss);
- Reporting loss of identity card (when the holder reports loss of his/her own document, it is registered automatically);
- Verifying identity card validity;
- Verifying if the identity card is ready to be collected;
- Insight into registered bearer data with possibility of getting certificate with data.

Act on People Registration

The main function of the **Act on People Registration** is to define the rules for the functioning of the Personal Data Registry (element of system of State Registers) and giving a personal number (PESEL) which identifies the persons in all public registers in Poland. In the Personal Data Registry, there are also registered data, which include information from Polish citizens and foreigners. The act also includes provisions concerning the exchanging of data and making them available. The act enables the following electronic services (available after authentication):

- Permanent and temporary address registration;
- Change of permanent and temporary address;
- Notification of living in the territory of Poland;
- Notification of return to Poland after living abroad for more than 6 months;
- Insight into registered data with possibility of getting certificate with data.

Act on Civil Status Registration

The **Act on Civil Status Registration** sets out the rules for birth, marriage and death registrations. Moreover, it defines the Civil Status Registry (element of System of State Registers) as a source of special data connected with birth, marriage and death. The register enables the creation of certificates concerning the above-mentioned occurrences, registration of divorces, recognition of fatherhood, etc. In addition, the Civil Status Register updates the Personal Data Register (PESEL) and ensures data exchange. Like others registers, the Civil Status Register upon authentication enables some electronic actions such as applying for birth, marriage or death certificate, applying for marital status certificate and registration of birth.

4.3.5 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** to transpose 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 falls upon 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 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 relating 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. Furthermore, it defined cases when transferred data must be supplied with a qualified electronic signature. In 2017, the Public Procurement Law was amended again to include the changes introduced by the **Act on Trust Services and Electronic Identification** of 5 September 2016.

In January 2021, the new Public Procurement Law will come into force, which, following the EU Directives on public procurement (2014/24 / EU and 2014/25 / EU), envisages that all public procurement procedures will be electronic. This obligation will apply to all proceedings, regardless of their value. The rules of the new Public Procurement Law take into account the currently applicable solutions for electronic communications. The new solution will allow to submit a bid bond in electronic form.

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'.

4.4 Domain-specific legislation

Act on Providing Services by Electronic Means

Adopted on 18 July 2002, the **act** entered into force on 10 March 2003. It transposed into Polish Law the **EU provisions** 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 (including that with a remote access to fund resources), enabled its holder to perform operations by means of an electronic device, and enabled the electronic identification of the holder, which is required 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 processes data which are 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 is possible to communicate electronically, obtain prescriptions and referrals, and view the history of medical services.

4.5 Emerging technologies

No legislation has been adopted in this field to date.



5

Digital Public
Administration
Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of Digital Affairs

The Ministry of Digital Affairs was established on 16 November 2015. It replaced the Ministry of Administration and Digitalisation founded four years earlier.

The mission of the Ministry was to boost Poland's digital development. The main tasks of the Ministry were to develop broadband infrastructure, support the creation of web content and eServices, and promote digital skills among citizens. Digitalisation was seen as the key to any modern public administration. Effective digitalisation 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 Systems Management, whose tasks include maintaining and developing registers, records and systems as well as making data available from registers, improving data quality;
- Information Society Department, which pursues public policy in the area of digital skills and accessibility and coordinates all governmental activities in this field;
- Department of Cybersecurity, covering 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;
- Services Development Department, whose goal is to facilitate citizens' access to public administration's information and services;
- 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, etc.;
- Department of Innovative Solutions: it deals with projects and activities (including shaping policy and public relations) in particular those related to the development and implementation of new technologies;
- State Information Architecture Department: it deals with the State Information Architecture and its processes supervising Architecture repository.



Marek Zagórski
Minister of Digital Affairs

Contact details:

Ministry of Digital Affairs
ul. Królewska 27
00-060 Warszawa

E-mail: sekretariat.mzagorski@mc.gov.pl

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

5.1.2 Coordination

Committee of the Council of Ministers for Digitalisation

The Committee, established in March 2007, according to the current law, acts as an advisory body to the Council of Ministers and the Prime Minister. Its role is to coordinate and facilitate implementation of the key actions regarding computerisation and to assure its compliance with strategic directions of the State development. This task comprises mainly giving opinions on the draft legal acts or projects related to computerisation in terms of assuring interoperability, integrity and complementarity of the solutions to be implemented with the ones already in place or under preparation, as well as assuring compatibility of its architecture with the State Information Architecture.

5.1.3 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 Economic Development

Within the Ministry of Economic Development, the Digital Economy Department is responsible for implementing projects related to the regulation and regulatory environment in the field of electronic economy (eEconomy), eEconomy policy, in particular with the aim of increasing electronic business transactions, standardisation and interoperability of solutions in the field of information and communication technologies for entrepreneurs and the development of eCommerce, data-based economy, the Internet of things and artificial intelligence.

In addition, the Department of Innovation is responsible for developing and coordinating the implementation of strategies and policies for economic development, designing cohesion policy and conducting international cooperation in the field of innovation policy, technological policy, purchasing policy, industrial policy (including the issues of industrial digitalisation). It performs tasks related to improving the innovativeness and competitiveness of the Polish economy, including industrial sectors, policy in the field of business environment institutions, clusters, issues related to EU and Polish space policy, State Aid, and product regulation, in particular in the chemical, electronic, pharmaceutical and tobacco sectors, and transformation of the circular economy.

5.1.4 Support

Ministry of Digital Affairs

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

Council for Digitalisation - advisory body to Minister of Digital Affairs

The Council serves as a multilateral forum promoting cooperation between all digitalisation stakeholders in Poland.

5.1.5 Interoperability coordination

Ministry of Digital Affairs

The Ministry of Digital Affairs is the body responsible for interoperability activities. However, according to the national interoperability framework, each public institution, including the ones at the self-government level, is accountable for assuring interoperability of its systems and infrastructure.

5.1.6 Base registry coordination

Ministry of Digital Affairs

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

5.1.7 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.

5.1.8 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, and lastly initiating and undertaking activities to improve the protection of personal data.

5.2 Subnational (federal, regional and local)

5.2.1 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.

5.2.2 Coordination

Ministry of Digital Affairs

The Ministry of Digital Affairs is responsible for reforming and organising all public administrative structures in terms of digitalisation.

5.2.3 Implementation

Regional and Local Administrations

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

5.2.4 Support

No responsible organisations have been reported to date.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

System of State Registers

All registers included in the System of State Registers are central, although the majority of the data is introduced by officials in local offices. Direct supervision over municipal offices is exercised by the competent voivode. Moreover, municipal offices manage local registers which contain the same data as Personal Data Register (PESEL) but limited to people who live in the municipality.

5.2.7 Audit

Supreme Audit Office (NIK)

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

5.2.8 Data Protection

President of the Office for Personal Data Protection

The President of the [Office for Personal Data Protection](#) is an authority competent for the protection of personal data on the territory of Poland, created by the Act on the protection of personal data of 10 May 2018. It is also a supervisory authority within the GDPR.



6

Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Portal of the Republic of Poland (RP Portal - GOV.PL)

The Portal of the Republic of Poland is the main service of the Polish government, the central gateway to digital information and eServices of the state, created by the Ministry of Digital Affairs in cooperation with the entire public administration. It contains information, press and multimedia materials. By 2019, the following information was available through the RP Portal:

- List of eServices of government administration - for citizens, entrepreneurs and officials;
- Information webs of relevant institutions, such as ministries, the Chancellery of the Prime Minister and voivodeship offices;
- List of units subordinate to particular ministries;
- Polish and English pages of Polish embassies, and additionally some of them in national languages (e.g. Armenian, Korean, Japanese).

Dane.gov.pl

Dane.gov.pl is an open data portal that offers access to public data in various categories, such as education, the environment, budget and finance, culture, security, sport and tourism, job market and others provided by the public. 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. The portal targets citizens, companies, NGOS, researchers and officials.

Geoportal

Poland's Geoportal became fully operational in 2009. The system is based on three different levels: local, provincial and central. It enables users to access 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. The portal focuses on providing services to enterprises.

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.

Central Registration and Information on Business

This platform was launched in 2011. All individuals with a trusted profile or electronic signature can 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 for parties in court proceedings, such as citizens or companies. 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 Legislation Centre 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. The portal targets citizens and business as well as public administration, especially governmental administration.

Vehicle History eService (CEPiK)

The vehicle history is an eService based on the Central Vehicle Register (CEP) data, which is part of the Government Central Vehicle and Driver Register (CEPiK). As part of the service, one can get information about vehicles registered in Poland free of charge after providing three vehicle data on the website (registration number, VIN number, date of the first registration). In addition to technical data, information is also provided on the number of owners, current liability insurance or technical inspections along with the odometer reading during the test. In addition, the website provides information on the risks (seven risks: stolen, scrapped, accident, damaged, suspicious mileage, not allowed to drive, driven as taxi) reported for a given vehicle during the period when it was used outside of Poland. The service is also available in English.

6.1.2 Subnational Portals

No subnational portal has been reported to date.

6.2 Networks

TESTA

Poland uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

6.3 Data Exchange

mCitizen

In 2017, the Ministry of Digital Affairs launched a free public mobile application for smartphones – mCitizen (mObywatel). The main goal of the project was to create an application in which documents and services are made available which are useful for citizens. Initially, the application provided the mIdentity service, an electronic document used to confirm the identity of a citizen in many everyday-life situations.

In 2018, a school mLegitimacy and a student mLegitimacy were launched, which are a replica of traditional ID cards and entitled to discounts and reductions. More than 32 000 pupils and students already use these documents. Another service launched is the one for drivers - mPojazd. It presents information about the car, including mandatory insurance and technical inspection of the vehicle.

Subsequently, the Ministry of Digital Affairs in cooperation with the Ministry of Health made the eReception service available. It enables access to issued prescriptions and facilitates their implementation. Additionally, in cooperation with the Ministry of Foreign Affairs, a new service, a "Polish person abroad", was launched, dedicated to travellers, containing information on living conditions, threats and customs in particular countries.

The mCitizen application can be used with a smartphone, with Android and iOS operating systems. In February 2020, the number of application users amounted to 600 000.

6.4 eID and Trust Services

The trusted profile

The trusted profile is a public electronic identification mean based on an immaterial unit containing personal identification data. It is a special online account provided by the Ministry of Digital Affairs. It is a solution that can also be used to submit a free online signature in a public service called "trusted signature". This is a specific signature which includes person identification data taken from an electronic identification mean which is issued under the public electronic identification scheme. The authenticity and integrity of this signature are ensured by the Ministry of Digital Affairs and issued by qualified trust service providers for that aim.

National qualified trust service providers

Poland has five qualified trust service providers active under national root: *Assec Data Systems S.A.*, *Enigma Systemy Ochrony Informacji Sp. z o.o.*, *Eurocert Sp. z o.o.*, *Krajowa Izba Rozliczeniowa S.A.*, *Polska Wytwórnia Papierów Wartościowych S.A.* All of them offer qualified electronic signatures, qualified electronic seals and qualified time stamps according to the eIDAS Regulation. One provider operates qualified validation of signatures and seals and two others issue qualified website authentication certificates. The overall number of active qualified electronic signatures has surmounted 611 019 in January 2020. Non-qualified services are also developed.

ID Card with Electronic Layer

The ID card is a secure tool containing certificates enabling electronic identification (an electronic identification mean called personal profile) and the creation of an advanced electronic signature (called personal signature). It may contain qualified electronic signature from a trust service provider (chosen by the holder). 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 eServices. 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 schemas (provided by public or private entities). Users using electronic identification means issued in electronic identification schemas connected to the national electronic identification node can authenticate in any public online services.

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 the ones with qualified public key certificates. Electronic signatures with unqualified certificates are rarely used, and their use 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 qualified electronic signatures in Poland, entrusted to the National Bank of Poland by the Ministry of Digital Affairs pursuant to the **Act on Trust Services and Electronic Identification** of 5 September 2016. Currently, in Poland there are five qualified trust service providers.

6.5 eProcurement

Public Procurement Office portal

Poland's Public Procurement Office 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

Poland's current public procurement system is based on the 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 the PPL include different types of public finance units. They are obliged to award contracts according to the rules of fair competition and equal treatment of economic operators, impartiality and objectivity of those preparing and conducting the procedures specified in the Public Procurement Law.

eInvoicing Infrastructure

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

6.6 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 easily allocate fees to individual court cases.

6.7 Knowledge Management

Widok.gov.pl

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

Public Information Bulletin

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

The Integrated Analytics Platform

The **Integrated Analytics Platform** (Zintegrowana Platforma Analityczna – ZPA) is designed for storing 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, thus enabling public institutions to draw practical conclusions and make strategic decisions. Bringing together BigData analytics and market intelligence, the platform will provide tools enabling to make forecasts, develop strategy models and finally make decisions based on reliable data.

6.8 Cross-border platforms

eIDAS Node

The Polish eIDAS Node is connected to the national node and it is technically ready to enable cross-border authentication to a person who has the electronic identification mean issued under an electronic identification scheme that is notified to the European Commission. So far, Polish citizens have been able to use electronic identification means connected to the national node only in national eServices. Foreign nationals cannot use their national eID in Polish eServices.

Single Point of Contact

The Single Point of Contact is a communication interface (node) between 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). Suspicious persons (or suspects) will be subject to further verification of fingerprints with imprints placed in the document.

6.9 Base registries

System of State Registers (SSR)

The system combines six registers: PESEL (Personal Data Register), Registry of Civil Status, ID Cards Register, System of State Awards, Central Register of Objections and Contact Information Registry. Interconnections between each of them allow for the provision of new services. The System of State Registers is constantly developed and improved. Millions of operations take place annually involving data like names, surnames, addresses, identity documents, citizenships, marital status, death and birth

data. Registers in SSR include referential data which are made available for other registers and exchange the information among each other.

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 child rapists or extremely violent rapists. 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

Digitalisation of **mortgage register** (electronic registration) provides free access to mortgage register and secure real estate trading.



7

Cross-border
Digital Public
Administration
Services

7 Cross-border Digital Public Administration Services

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. **Your Europe** is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- **Travel** (e.g. Documents needed for travelling in Europe);
- **Work and retirement** (e.g. Unemployment and Benefits);
- **Vehicles** (e.g. Registration);
- **Residence formalities** (e.g. Elections abroad);
- **Education and youth** (e.g. Researchers);
- **Health** (e.g. Medical Treatment abroad);
- **Family** (e.g. Couples);
- **Consumers** (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- **Running a business** (e.g. Developing a business);
- **Taxation** (e.g. Business tax);
- **Selling in the EU** (e.g. Public contracts);
- **Human Resources** (e.g. Employment contracts);
- **Product requirements** (e.g. Standards);
- **Financing and Funding** (e.g. Accounting);
- **Dealing with Customers** (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets 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 Ms. Monika Dołowiec, Department of Information Architecture, Ministry of Digitization.



The Digital Public Administration factsheets are prepared for the European Commission by [Wavestone](#).

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA² solutions can be used free of charge and are open source when related to IT.

Contact ISA²

isa2@ec.europa.eu

Follow us



[@EU_ISA2](#)

[@Joinup_eu](#)



[isa² programme](#)