Digital inclusion

Digital inclusion is an EU-wide effort to ensure that everybody can contribute to and benefit from the digital world.

Every day, we use the digital world to perform a range of tasks. This has only increased with the COVID-19 pandemic. We use the Internet and new technologies to work from our homes, learn new skills, watch tv and films, and find out the latest news with the click of a button.

Indeed, the transition to the digital world has brought us many new and exciting opportunities. However, not everyone has equal access to these opportunities. For some people, the digital world is not yet fully accessible. For others, it is not affordable. And, others were not taught the skills to participate fully.

The EU is working to make the Internet more accessible. It has introduced activities such as:

- accessible ICT: making ICT more accessible for all and fostering the development of accessible technologies;
- assistive technologies: supporting the development of ICT that assists people with disabilities in the digital world;
- skills and digital skills: empowering citizens to fight marginalisation and social exclusion, including in careers, through ICT in Education (https://digital-strategy.ec.europa.eu/en/policies/digital-learning);
• social inclusion: increasing the participation rate of disadvantaged people in public, social and economic activities through social inclusion projects.

Another barrier to online participation is language. There are 24 official languages of the EU and more than 60 regional and minority languages. No single language can address all EU citizens at once, and the Internet must reflect this.

The EU is taking action to promote multilingualism online. It has invested over €200 million in this area over the last decade. It also launched the Connecting Europe Facility, which has an eTranslation service providing multilingual support to digital services and public administration across the EU.

The EU is fostering digital inclusion through other policy areas, such as digital skills, active and assistive living, and social inclusion.

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G20: digital ministers met in India to discuss digital innovation and inclusion

On 19 August 2023, the digital ministers of the 20 largest and fastest-growing economies agreed on a joint declaration to foster digital innovation and inclusion, digital skilling, and security in the digital economy in Bangalore, India.

European Digital Skills Awards: discover the winners of the 2023 edition
The wait is over! The winners of the European Digital Skills Awards 2023 have been announced: 6 projects from around Europe bring back the trophy for best practices in the 5 awards categories.

PRESS RELEASE | 07 December 2022
Access to online public services and information improved in the EU since 2018

The Commission has published the review of the Web Accessibility directive, four years after its transposition into national law by Member States. The review includes the results of a public consultation held in 2021 that gathered views on the application of the Directive in practice, Member States’ accessibility monitoring reports and a supporting study.

PRESS RELEASE | 15 November 2022
Digital rights and principles: a digital transformation for EU citizens

The Commission welcomes the agreement reached with the Parliament and the Council on the European declaration on digital rights and principles. The declaration, proposed in January, establishes a clear reference point about the kind of human-centred digital transformation that the EU promotes and defends, at home and abroad.

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What is web accessibility? Web accessibility allows everyone, including people with disabilities, to perceive, understand, navigate and interact with the Internet.
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The EU has developed a range of policies and initiatives to increase digital skills in both the...

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