WP5: Complaint management use-case

This use case demonstrates the application of the <mark>XXCONSENTXX Framework</mark> to the management of complaints and suggestions in the Municipality of Zaragoza –where the word Framework refers to the "Scalable and Reliable Framework of European Cybersecurity- and Privacy-respecting Data Spaces for Federated Computation of Personal Data" (or Framework for short) implemented in WP3.

This use case pretends to demonstrate the use of advanced consent management technologies to interact with a public administration.

The Municipaly of Zaragoza currently offers a Complaints and Suggestions mailbox service through a webpage (https://www.zaragoza.es/ciudad/ticketing/verNuevaQuejaAnonima_Ticketing) where citizens can post complaints and suggestions either in an anonymous manner or with some personal data (name, contact details) if the citizen is expecting an answer. Complaints which include personal data belonging to the special category of personal data are not allowed, and they will deleted by humans as soon as they are received. The service is managed by the Technical Office for Participation, Transparency and Open Government of the Municipality of Zaragoza.

The webpage is optimized for being browsed from a mobile environment, but no other provision has been made. Providing some personal data to the complaints would make much more effective their processing, such as:

- location information at a certain moment (e.g. a citizen reports a piece of damaged street furniture). Citizens may want to disclose their location at the time of reporting.
- mobility habits (e.g. traffic management, urban planning and public transportation organisation can be improved with a better characterization of commuters and mobility routines). Citizens may voluntarily agree to be tracked for a certain period of time in order to better asses the city mobility needs.
- smart-cars data (e.g. building on the previous point and connected to the smart-cars use case, citizens with want to share data coming from smart-cars to provide more precise information, use of electric vehicle recharge points etc.)
- citizen IoT devices (e.g. a citizen complains about the perceived noise from night clubs or excessive street lighting conditions by sharing the data stream from a sonometer or a fotometer)
- socioeconomic and information (e.g. the particular unrest of young people about the lack of sport facilities can be identified). Citizens may want to share more information in every complaint for a more intelligent processing.

The implementation of these functionalities require from both advanced user interfaces and more complex backend services, this use case will demonstrate the use of (i) front-end visible and actionable by citizens (ii) back-end services to facilitate the management by the Municipality of Zaragoza.

The envisioned functionalities for citizens include:

- ability for citizens to post complaints and suggestions, where the citizen can select which data is to be shared, for which purposes and for how long
- ability for citizens to receive feedback on the posted complaints, to browse the active tickets, and to review which personal data was disclosed in which conditions

The envisioned functionalities for the municipality back-end systems include:

- a control panel to manage the complaints and suggestion (browse, see, categorize, give answer).
- ability to anonymize complaints and use them to create aggregated datasets of added value for the city management (e.g. mobility reports)
- tools to facilitate compliance with data protection regulations

The functionalities described before raise the following research questions

- user experience – how to design user interfaces that allow a frictionless data upstream (citizen-to-municipality) but are no more invasive than strictly needed
- reliability – what is the value of IoT data shared from citizens and how to better exploit it.
- legal research – to which extent this advanced consent management tools abide the law, and where are the limits and legal uncertainties