

*** DRAFT***

THE OMBUDSMAN PRINCIPLES FOR DIGITAL DIGNITY AND FAIRNESS

(“Amsterdam Principles”)

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1. NOT EVERYTHING NEEDS TO BE DIGITAL

The ombudsman adopts a balanced approach with regards to digital solutions. The ombudsman recognises that not all challenges require digital interventions. When traditional, non-digital methods provide greater simplicity, accessibility, or personal engagement, they shall be preserved and supported as viable alternatives.

2. PEOPLE FIRST TECHNOLOGY USE

Technology must be used in a way that puts people first, ensuring that digitalisation enables both the ombudsman and public administrations to devote time and attention to genuine human and humane engagement with citizens.

3. HUMAN-CENTRED TECHNOLOGY DEVELOPMENT

The ombudsman will design and implement technological initiatives with the primary goal of serving and enhancing the dignity and well-being of citizens. Through this approach, the ombudsman aims to lead by good example.

4. BEING DIGITALLY AUTONOMOUS

The ombudsman is aware of the importance of having control, choice, and independence over digital infrastructure, data, and systems, that the ombudsman uses, with the aim and intention to reduce the reliance on dominant providers for critical functions.

5. ADOPTING A GOOD PERSON DATA STACK PRACTICE

With data minimalism and privacy protection in mind the ombudsman will collect only the data necessary to deliver ombudsman services effectively. The ombudsman will ensure that all the to a person traceable data and information, including personal data and contents of (digital) conversations is protected through clear, accessible privacy practices.

6. RESIDENT-DRIVEN DECISION MAKING AND COLLABORATION

The ombudsman will pro-actively stimulate governments to provide transparent, inclusive and respectful opportunities for citizen input and feedback to influence the continuous development of digital systems that enable a dignified life for all citizens.

7. ANTI BLACKBOX APPROACH

The ombudsman will encourage governments to make the operations and decision-making steps within their digital systems more transparent, so that formal oversight can be conducted in a more effective and efficient manner.

8. CONSTRUCTIVE ATTITUDE

The ombudsman stimulates a repairing mindset in the digital age, one that recognises errors as opportunity for learning and safeguards the presence of human oversight at every stage. The ombudsman is ambitious in providing insight to citizens in their specific case at hand, all with the aim to play a constructive role in restoring and/or creating trust in a more digitalised society.

9. EMPOWERMENT

The ombudsman understands the importance of educational programs and resources to promote digital competence among citizens, recognising digital literacy, including the stimulation of digital awareness, as essential to personal agency, family well-being, and participation in civic life in times of increased digitalisation. The ombudsman understands the importance of educational programs and resources to promote among citizens and within government the role of the ombudsman in a digital era and the importance of supporting the principles for digital dignity and fairness.

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