

Press release

Launch of the consultation announced jointly by the Institution of the Ombudsman of the Kingdom and the CNDP with national and international stakeholders on the use of international commercial platforms to provide essential services to citizens.

Alongside the "Data Privacy Day"

Rabat, 28 January, 2021

Alongside the Data Privacy Day, the Institution of the Ombudsman of the Kingdom and the CNDP (Commission Nationale de contrôle de la protection des Données à caractère Personnel) have launched a series of auditions as part of the consultation announced in a previous joint press release between the two institutions (press release of July 20, 2021), which aims to look into the impact of the use of international commercial platforms in the provision of essential services to citizens.

To this end, it has been agreed to devote the first set of auditions to public sector stakeholders (government officials, officials within constitutional and national institutions, etc.), to be followed by auditions for economic actors, political and union leaders, civil society actors, national and international experts, and representatives of some international partner organizations.

As a matter of fact, the digital transformation includes all these stakeholders, in accordance with their activity and their category, including public administrations and especially within the context of the launch of a set of workshops regarding the accelerated digitization of the administration, given that it is an actor who could be concerned by the use of these international commercial digital platforms that process a set of personal data as part of the provision of public services. This raises a range of questions about the impact of the use of these platforms on the continuity of public services, which remains dependent on the will of the entity that controls these platforms, considered as "the data controller", under the provisions of Law No. 09-08 on the protection of individuals with regard to the processing of personal data. The entity should also ensure the protection of privacy and confidentiality of some services provided to users via these platforms -within the context of the e-administration- with the aim of building trust in the administration's functioning.

In this regard, the President of the Competition Council Mr. Ahmed Rahhou was invited, as part of the first audition in the Institution of the Ombudsman, attended by Mr. Mohamed Benalilou - Ombudsman of the Kingdom- and Mr. Omar Seghrouchni -President of the CNDP-, in order to reflect on a set of points relating to the use of international commercial platforms from the perspective of the Competition Council, which is, in accordance with the provisions of Article 166 of the Constitution, an independent institution in charge of ensuring transparency and equity in economic relations for the purpose of the establishment of free and fair competition.

It is worth reminding that this consultation is based on the principle of openness to all stakeholders in society, so as to understand their expectations and the challenges they face as a result of the inevitable nature of digitization and the conditions it requires, in order to reach a consensus on an accepted and achievable status for these platforms. Moreover, this consultation will allow for recommendations to be submitted with a particular focus on protecting the citizen within the digital ecosystem and reinforcing digital trust.