

Ageing in digital societies: enablers and barriers to older persons exercising their social rights

Spain

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1 Legal and policy framework

1.1 National legislation on digital public administration

Older persons are specifically mentioned in only one of the laws related to the topic: Regulation on the Performance and Functioning of the Public Sector by Electronic Means, Royal Decree 203/2021 of 30 March 2021 (see below).

- Common Administrative Procedure of Public Administrations, Act No. 39/2015 of 1 October 2015¹ (*Ley 39/2015, de 1 de octubre, del Procedimiento Administrativo Común de las Administraciones Públicas*). The law refers to issues such as the rights of persons in their relations with the Public Administrations and use and assistance in the use of electronic media to interact with Public Administrations. According to article 12, Public Administrations shall guarantee that interested parties may interact with the Administration by electronic means, for which they shall provide assistance with regard to electronic identification and signature, submission of applications through general electronic register and obtaining certified copies. For example, if any interested party does not have the necessary electronic means, their identification or electronic signature in the administrative procedure may be validly carried out by a public official using the electronic signature system with which they are equipped for this purpose. In this case, it shall be necessary for the interested party who does not have the necessary electronic means to identify himself/herself to the official and give his/her consent to this action, which shall be recorded for cases of discrepancy or dispute. Title III refers to the respect for the equal rights of all citizens. It makes no reference to access or discrimination on grounds of age. Article 13 on the Rights of persons in their relations with Public Administrations includes the following rights: a) To communicate with the Public Administrations through an electronic General Access Point of the Administration; b) To be assisted in the use of electronic media in their relations with the Public Administrations; c) To use the official languages in the territory of their Autonomous Community; d) To access public information, files and registers; e) To be treated with respect and deference by the Authorities and public employees, who shall facilitate the exercise of their rights and the fulfilment of their obligations; f) To demand accountability from the Public Administrations and authorities, when legally required to do so; g) To obtain and use the means of identification and electronic signature provided for this Law; h) To the protection of personal data, and in particular to the security and confidentiality of the data contained in the files, systems and applications of the Public Administrations; i) Any other rights recognised by the Constitution and the law.
- Legal Regime of the Public Sector, Act No. 40/2015 of 1 October 2015² (*Ley 40/2015, de 1 de octubre, de Régimen Jurídico del Sector Público*). The law refers, among other issues, to electronic identification systems, the electronic signature of personnel in the service of public administrations, electronic headquarters, electronic archiving of documents, data exchange in closed communication environments, automated administrative actions, the

¹ Spanish Government (*Gobierno de España*), Common Administrative Procedure of Public Administrations, Act No. 39/2015 of 1 October 2015 (*Ley 39/2015, de 1 de octubre, del Procedimiento Administrativo Común de las Administraciones Públicas*).

² Spanish Government (*Gobierno de España*), Legal Regime of the Public Sector, Act No. 40/2015 of 1 October 2015 (*Ley 40/2015, de 1 de octubre, de Régimen Jurídico del Sector Público*).

obligation for public administrations to interact with each other by electronic means, the electronic operation of public bodies, the electronic functioning of public administration bodies, the use of electronic means of communication. Article 140 (h) refers to the guarantee and equality in the exercise of the rights of all citizens in their relations with the different administrations. These rights are set forth in the [Common Administrative Procedure of Public Administrations, Act No. 39/2015 of 1 October 2015](#). There is no specific reference to access or discrimination on the grounds of age.

- [Regulation on the Performance and Functioning of the Public Sector by Electronic Means, Royal Decree 203/2021 of 30 March 2021](#)³ (*Real Decreto 203/2021, de 30 de marzo, por el que se aprueba el Reglamento de actuación y funcionamiento del sector público por medios electrónicos*). This Regulation unifies the development of all aspects related to Law 39/2015 and Law 40/2015. Article 2 on the General principles of the regulation sets forth on section b) the principle of accessibility, understood as the set of principles and techniques to be respected in the design, construction, maintenance and updating of electronic services to ensure equality and non-discrimination in access for users, in particular persons with disabilities and older persons.
- Article 91 of Law 40/2015 authorises the creation of the State Agency for Digital Administration, a public body responsible for promoting, implementing and monitoring, among others, the digital transformation projects included in the Public Administrations Digitalisation Plan 2021-2025, to improve the accessibility of digital public services to citizens and companies and overcome the digital divide. Accessibility is understood as in Regulation on the Performance and Functioning of the Public Sector by Electronic Means, Royal Decree 203/2021 of 30 March 2021.
- Although it doesn't exist anymore, it is worth mentioning that former [Citizens' electronic access to public services, Act No. 11/2007 of 22 June 2007](#)⁴ (*Ley 11/2007, de 22 de junio, de acceso electrónico de los ciudadanos a los Servicios Públicos*), included in Article 7 the creation of the Ombudsman for e-administration users in the General State Administration as a guarantor of the citizens' rights recognised in Article 6. This law was derogated and substituted by Act 39/2015, and the figure of the ombudsman for e-administration users in General State Administration disappeared.

1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

There is no specific mention to older people or any other groups at risk of digital exclusion. The Plan for the Digitalisation of Spain's Public Administration 2021-2025 barely refers to the "more vulnerable segments of population". Reference to the digital divide is only made in terms of gender.

³ Spain, Ministry of the Presidency, Relations with Parliament and Democratic Memory (*Ministerio de la Presidencia, las Relaciones con las Cortes y la Memoria Histórica*), [Regulation on the Performance and Functioning of the Public Sector by Electronic Means, Royal Decree 203/2021 of 30 March 2021](#) (*Real Decreto 203/2021, de 30 de marzo, por el que se aprueba el Reglamento de actuación y funcionamiento del sector público por medios electrónicos*).

⁴ Spanish Government (*Gobierno de España*), [Citizens' electronic access to public services, Act No. 11/2007 of 22 June 2007](#) (*Ley 11/2007, de 22 de junio, de acceso electrónico de los ciudadanos a los Servicios Públicos*).

The [Plan for the Digitalisation of Spain's Public Administration 2021-2025](#)⁵ of January 2021 is one of the main elements of the national [Recovery, Transformation and Resilience Plan, Component 11 on the Modernisation of Public Administrations](#)⁶ of 16 June 2021 and part of the [Digital Spain 2025 initiative](#)⁷. It includes the development of specific actions to be carried out in the field of digital administration.

According to this plan, despite the legislative thrust and investment effort, the current digital relationship with Spain's citizens can be characterised as **transactional, fragmented, generalist and impersonalised**. That has the effect of hindering access to government policies, assistance and services by the groups of people they are targeted at, particularly the more vulnerable segments of the population. Also, business access to digital procedures for interacting with government (public procurement, grants, tax information, etc.) remains fragmented and costly, proving a particular onus for SMEs.

Therefore, the Plan for the Digitalisation of Spain's Public Administration 2021-2025 recognises the need to overcome the digital divide, especially the gender digital divide (the difference between percentages of women and men in ICT use indicators (internet use, frequent internet use and internet shopping). However, it does not mention older persons or any other group at risk of digital exclusion. Also, there are no specific measures provided to ensure that people's rights are respected, and equal access enabled to all.

1.3 National recovery and resilience plans covering the digitalisation of public services

The national Recovery, Transformation and Resilience plan includes action lines to promote equal access to public services -in general and not only related to digitalisation- in terms of gender and territorial gaps (with special reference to rural areas).

The plan understands that the fourth pillar of the Welfare State is the care economy. In this regard, there is only one reference to older people and dependant persons in relation to the financing and managing of the System for Autonomy and Dependency Care (p. 25). There is no reference in the plan to digitalisation of services.

2 Programmes and practices aimed at ensuring equal access to public services in the digital age

[CapacitaTIC +55 \(Digital training programme for people over 55 years old\).](#)

⁵ Spain, Ministry of Economic Affairs and Digital Transformation (*Ministerio de Asuntos Económicos y Transformación Digital*), [Plan for the Digitalisation of Spain's Public Administration 2021-2025 of January 2021 \(Plan de Digitalización de las Administraciones Públicas 2021-2025, de enero del 2021\)](#).

⁶ Spanish Government (*Gobierno de España*), [Recovery, Transformation and Resilience Plan, Component 11 on the Modernisation of Public Administrations](#) of 16 June 2021 (*Plan de Recuperación, Transformación y Resiliencia, Componente 11, Modernización de las Administraciones Públicas del 16 de junio de 2021*).

⁷ Spain, Third Vice Presidency of the Government and Ministry of Economic Affairs and Digital Transformation (*Vicepresidencia Tercera del Gobierno y Ministerio de Asuntos Económicos y Transformación Digital*), [Digital Spain 2025 initiative \(España Digital 2025\)](#)

- **Programme developed by Inciso and co-funded by the Regional Ministry of Social Welfare of Castilla La Mancha, the Government of Castilla La Mancha and the European Union.**
- **Target group: adults over 55 years old.**
- **Scope: regional (Castilla La Mancha Autonomous Community)**
- **Specialised workshops on offer:**
 - Electronic Administration Workshop 1: Key System and the Citizen's Folder⁸ (10 hours).
 - Electronic Administration 2 and On-line Banking Workshop: Digital certificate and electronic ID card (10 hours).
 - Communicate Workshop. Communication tools: WhatsApp and Videoconferences. (15 hours).
 - Workshop on how to use mobile phones: Most common uses (15 hours)
 - Workshop on Mobile Applications: Most commonly used applications (10 hours)

3 Research and data focused on equal access to public services in the digital age

On 20 April 2022, an official request email asking for complaints related to discrimination on the ground of old age in the context of access to public services was sent to the National Ombudsman. On 04 May 2022, the email was sent again. In the absence of a response, we turned to the National Ombudsman's Annual Report in search of actions carried out by the office in relation to the topic. On 23 May 2022, we received an email with a separate document attached. The document contained no information on the complaints but on the actions carried out by the National Ombudsman in relation to the topic. These include:

- Actions carried out with the Tax Agency in order to tax declarations, with the different health administrations of the autonomous communities to obtain appointments for consultations or health care, or with the Social Security to obtain appointments for face-to-face care. Some of these actions include sending notifications by SMS, so that people with foreseeable difficulties in using technologies, such as older people, are directly aware of the existence of notifications. Actions also include assisting older people in their telematic access through the network of offices and services of the tax administrations or health services.
- Actions in other areas, such as finance and banking, in which, although not classified as a public service, they have also been carrying out various ex officio⁹ actions before the Bank of Spain due to the barriers encountered by the older people when dealing with financial institutions.

⁸ The citizens' folder is the set of information and documents in electronic format relating to the administrative relations of the interested parties with the Public Administrations. Through it you can access:

- Your files' status.
- Notifications.
- Your personal data registered with the Administration.
- Your records.

⁹ An ex officio action is an administrative or judicial procedure or proceeding that is initiated without the need for activity of the interested party, i.e. it is not at the request of a party.

Ombudsman's meetings with associations of older people, such as the Platform for the Elderly and Pensioners (PMP) for the lack of digital inclusion, in order to demand from public administrations a more face-to-face assistance to this group in their dealings, and the use of a clearer and simpler language. According to the [2021 Ombudsman's Annual Report](#)¹⁰, the Ombudsman's Office made a recommendation addressed to the Bizkaia Provincial Council (Vasque Country) in relation to vulnerable groups of the population accessing digitalised services.

Provincial Law 5/2020, of 15 July,¹¹ made it compulsory to comply with all tax obligations began on or after 1 January 2021 by telematic means. In addition, the Law also envisaged that notifications would be carried out exclusively by electronic means through the electronic headquarters of the Provincial Council. The Ombudsman's Office considers that the approved modification represents a paradigm shift in the relationship between citizens and the Administration, which seeks to simplify management tasks mainly for the benefit of the latter, thus excluding people who are at a clear disadvantage in the digital world, such as older people. Based on this reasoning, the Provincial Council of Bizkaia was recommended to establish some additional system of protection. This system included, for example, the sending of notices by SMS, so that people with foreseeable difficulties in using new technologies or who do not have the economic capacity to have professional assistance, are directly aware of notifications relating to their tax obligations and are facilitated and assisted in their telematic access, through the network of offices and services of that Administration. The response of the Provincial Council reported on a series of measures applied in the 2020 income tax campaign to avoid major problems, by issuing postal communications in cases where those sent through electronic channels had not been opened. However, the Recommendation was reiterated and at the time of writing the Ombudsman's Annual Report was still pending response.

[E-Administration and older people: improving access to and use of e-Administration by older people](#)¹², (Universidad de Murcia and Fundación Cotec, 2022).

This report analyses the situation of the digitisation process of public administrations through the implementation of e-Government with a twofold intention: firstly, to determine the causes that prevent the normalisation of access to and use of digitised public services of public administrations by older people; and secondly, to establish a series of measures that can improve the adaptation of e-Government to this group, favouring better access to and use of digitised public services so that the rights of the elderly are not diminished and, therefore, situations of inequality, vulnerability and social exclusion of a digital nature are avoided.

The report has used quantitative, qualitative and mixed methodologies. The main findings of the report are summarised below:

Inconveniences or risks of eGovernment in terms of access and use for older people:

¹⁰ Spain, National Ombudsman (Defensor del Pueblo) (2022), [Annual Report 2021](#) (Informe Anual 2021).

¹¹ Provincial Law 5/2020, of 15 July, which establishes a comprehensive system for the control of income from economic activities, as well as measures to facilitate compliance with tax obligations, by amending the Provincial Corporation Tax Law, the Provincial Non-Resident Income Tax Law, the Provincial Personal Income Tax Law, the Provincial Wealth Tax Law and the General Tax Law of the Historical Territory of Biscay (*Norma Foral 5/2020, de 15 de julio, por la que se establece un sistema integral de control de los rendimientos de las actividades económicas, así como medidas para facilitar el cumplimiento de las obligaciones tributarias, mediante la modificación de la Norma Foral del Impuesto sobre Sociedades, la Norma Foral del Impuesto sobre la Renta de no Residentes, la Norma Foral del Impuesto sobre la Renta de las Personas Físicas, la Norma Foral del Impuesto sobre Patrimonio y la Norma Foral General Tributaria del Territorio Histórico de Bizkaia*),

¹² Manzanera-Román, S., Haz Gómez, F. E., [E-Administration and older people: improving access to and use of e-Administration by older people](#) (*Administración Electrónica y Personas Mayores: Mejoras en el acceso y uso de la Administración electrónica por parte de las personas mayores*), Murcia, University of Murcia (*Universidad de Murcia*) and Cotec Foundation (*Fundación Cotec*), December 2021.

Type	Sphere	Inconvenience or risk
Internal	Civil service	<ul style="list-style-type: none"> - Fear to change embodied in the use of new technologies and their application to administrative procedures by civil servants. - Lack of training of civil servants. - Lack of human resources to offer personalised assistance to elderly users of digitalised public administrations.
	Apps, instruments and digital devices	<ul style="list-style-type: none"> - Slowness, complexity and poor usability of digital applications and devices.
	Administrative procedure	<ul style="list-style-type: none"> - Complexity of the administrative procedure. - Overly technical language used in the administrative procedure. - Lack of interoperability.
External	Material and economic resources	<ul style="list-style-type: none"> - Lack of availability of digital devices or access to the internet.
	Education and skills	<ul style="list-style-type: none"> - Digital divide. - Lack of awareness of the range of telematic services on offer.
	Personal reasons	<ul style="list-style-type: none"> - Mistrust and insecurity and lack of motivation among older people. - Distrust and insecurity regarding privacy and security.

Opportunities or advantages of eGovernment for access and use by older people:

Type	Opportunity or advantage
Direct	<ul style="list-style-type: none"> - Accessibility (spatial and temporal) - Immediacy - Transparency - Increased speed, ease and convenience of administrative procedures
Indirect	<ul style="list-style-type: none"> - Potential simplification of administrative procedures - Increased effectiveness and efficiency - Transparency - Saving of human and financial resources by public administrations - Rationalisation of human and financial resources of public administrations - Improved data management (proactive and personalised public services)

Use of technology in Spanish Households 2022¹³ (National Observatory of Technology and Society, 2022).

This report focuses on the use of technology in Spanish households, providing indicators to get to know the rhythm and direction of society's digitalisation, pointing out the main obstacles and identifying improvement opportunities. It is not specialized in elderly people although it has two interesting sections: "Interaction with e-Administration continues to grow" (p. 28) and "A quarter of people aged over 74 use the internet" (p. 34). Quantitative data used comes from the Survey on the Equipment and Use of Information and Communication Technologies in Households (2021)¹⁴, carried out by the National Statistics Institute (INE, by its Spanish abbreviation), and is complemented with qualitative analysis.

The main findings of the report are summarised below:

- In the last six years, the interaction of the population with public administrations via the internet has experienced a continuous growth. This increase was further boosted during 2021, when 69% of the population contacted public administrations online (representing a 5.8 percentage point increase over 2020).
- The autonomous communities with larger use of the e-Administration are Melilla (82%), Madrid (76%) and Cataluña (71%).
- Some of the reasons for not interacting with the public administration via internet are the following: lack of skills (39%), lack of means such as the electronic certificate or electronic ID (39%), and lack of trust in terms of data safety and protection (22%).
- General interaction with e-Administration is not uniform, there are important gaps:
 - 85% of people aged 25-34 interact with the e-Administration. Only 37% of people aged 65-74 do so (47.2 percentage points gap).
 - 70% of men interact with the e-Administration. 67% of women do so (3.6 percentage points gap).
 - 97% of people with high education level interacts with the e-Administration. Only 14% of those with no education do so (there is a gap of 82.6 percentage points).
 - 87% of people with high incomes interact with the e-Administration. Only 51% of those with low incomes do so (35.5 percentage points gap).
- This is the first report analysing the usage habits of people aged over 65, although it focuses specially on people aged over 74. People over 74 years old use the internet to communicate or access information: 26% corresponds to instant messaging, 20% to calling or video-calling, 17% to email. Information consultation is related to online newspapers and magazines (20%) and health information (17%). Elderly people also use the internet to obtain information on goods and services (15%), digital banking (13%), medical appointments through website or app (10%) and social networks (10%).
- Indicators show that 27% of people over 74 use the internet regularly.

¹³ Velasco, L., Use of technology in Spanish Households 2022 (*Uso de tecnología en los hogares españoles*), Madrid, National Observatory of Technology and Society (*Observatorio Nacional de Tecnología y Sociedad*) 2022. Spain.

¹⁴ Survey on the Equipment and Use of Information and Communication Technologies in Households. Year 2021 (*Encuesta sobre Equipamiento y Uso de Tecnologías de Información y Comunicación en los Hogares. Año 2021*) National Statistical Institute (*Instituto Nacional de Estadística*).

- 30% of men over 74 use the internet regularly. 26% of women do so (3.9 percentage points gap).
- 93% of people with a PhD use internet regularly. This percentage decreases according to the education level: 80% for people with bachelor's degree or MA, 19% for people with primary education and 6% for people with no education.
- In terms of incomes: 50% of people with high incomes (2500-3000 euros/month) use internet regularly, while only 14% of people with low income (less than 900 euros/month) do so.

4 State of digitalisation of selected public services

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Other (as relevant in your context)
Stage of digitalisation	Not digitalised (Y/N)	No.	No.	No.	
	Information is available online (Y/N)	<p>Yes. To access the Digital Clinic History of the National Health System a citizen must be above 16 years old, and follow three steps: first, she/he must have an active Individual Health Card (IHC) issued by her/his autonomous community; second, she/he must enter the health agency website of her/his specific autonomous community; third, depending on the community, she/he can access the health records using either a Digital Certificate, an electronic ID or the Citizen's File (through Cl@ve). The issued document is different depending on the autonomous community. Some regional examples:</p> <p>Aragón: the website details how to access the clinical history.</p>	<p>Yes.</p> <p>The consultation and procedure area of the Social Security electronic site has a section named "We help you" which describes how to access to all the available procedures and the forms of personal identification. There are also three brochures that describe how citizenship attention is provided, the services provided, and how the citizen can access to the services. Access to all the information is also given through QR codes.</p>	<p>Yes. The Social Security electronic site contains information on the economic and social benefits to which retired citizens or/and their families are entitled. It contains access to the modalities and characteristics of benefits, access requirements, amount and duration, and application modes. From this website the citizen can access the Social Security Electronic Site, through which she/he can access the available services and manage his/her applications. Also, the consultation and procedure area has a section named "We help you" which describes how to access to all the available procedures and the forms of personal identification. There are also three brochures that describe how citizenship attention is</p>	

	<p>Canary Islands: the website of the Canarian health system describes in detail what the digital medical record consists of and how to access it. An informative video highlights the entire process.</p> <p>Catalonia: the website of the Catalan health service describes “La Meva Salut”, the digital site for consulting the health records. An informative video describes the entire process.</p> <p>Basque Country: the medical records are found in the Health Folder. The website details what the folder consists of and how to obtain the access certificates.</p>		<p>provided, the services provided, and how the citizen can access to the services. Access to all the information is also given through QR codes.</p>	
<p>Transactions¹⁵ are possible online (Y/N)</p>	<p>Yes. But there are several access and vocabulary related difficulties in some regions. For instance:</p>	<p>Yes. The Social Security electronic site contains all the procedures to be carried out related to pensions.</p>	<p>Yes. The Social Security electronic site contains all the procedures to be carried out related to social benefits.</p>	

¹⁵ These transactions include: requesting documents, following up on the request, downloading documents

		<p>Andalusia: access through the ClicSalud+ platform and, instead of health records, reference is made to “clinical reports”.</p> <p>Catalonia and the Valencian Community: Access to the reduced clinical history is possible through the Cl@ve certificate. However, when trying to access the complete history of the national service, the website shows an error due to security issues.</p>	<p>Depending on the viewing mode, an explanation of each of the services offered to citizens is included.</p> <p>There are four means of access: Cl@ve (PIN or Permanent), telephone (via SMS), electronic ID or electronic certificate, sending a request if the citizen does not have a digital identification and/or telephone.</p>	<p>Depending on the viewing mode, an explanation of each of the services offered to citizens is included.</p> <p>There are four means of access: Cl@ve (PIN or Permanent), telephone (via SMS), electronic ID or electronic certificate, sending a request if the citizen does not have a digital identification and/or telephone.</p> <p>Also, the IMSERSO (Institute for the Elderly and Social Services), under the Ministry of Social Rights and the 2030 Agenda, offers a whole set of services to retired citizens over 65 years of age. The Thermalism and Tourism Programs stand out. However, when trying to access the information related to these and other specific subsidies, the IMSERSO electronic site website shows an error due to security issues.</p>	
Recognition of groups at risk of digital exclusion	Service specific regulation recognizes barriers to digital inclusion / vulnerable and	No. The website of the Ministry of Health contains the most frequent FAQs that citizens - without specifying the age range- may have regarding	No.	No. However, the website of the Institute for the Elderly and Social Services has a section called “ ICTs Accessibility Space ” through which you	

	disadvantaged groups (Y/N).	access to their online health history. The project documentation includes its technical aspects and statistical results to date, but no reference is made to the existence of groups at risk of digital exclusion. Only those who have the digital means to do so will be able to access the system .		can access various websites that offer digital learning resources to the elderly. However, only one of the four links is operational , and it has not been updated in the last eight years.	
	If yes , please list the barriers and groups that are mentioned.	_____	_____	_____	
Multichannel access options	Telephone service (Y/N) If yes , please describe what kind of personalised services it provides.	Yes. Although the access is uniquely online, in the case the citizen cannot access the Citizen's File, one option to recover or get a new CI@ve is calling 060 or leaving a message at the Ministry of Economic Affairs and Digital Transformation incidents' mailbox .	Yes. Two phone numbers (901 16 65 65 and 915 42 11 76) are provided to conduct inquiries regarding pensions and derived economic benefits. Working hours are from 9 a.m. to 8 p.m.	Yes. Two phone numbers (901 16 65 65 and 915 42 11 76) are provided to conduct inquiries regarding pensions and derived economic benefits. Working hours are from 9 a.m. to 8 p.m. Also, the IMSERSO makes available to citizens the option of telephone service . The schedule is from Monday to Friday from 9:00 a.m. to 6:00 p.m., and citizens can be informed about how to process applications electronically through the IMSERSO electronic platform.	

	<p style="text-align: center;">Physical administrative access points (Y/N).</p> <p>If yes, please specify the level of availability (local, regional, national), the opening days and hours.</p>	<p>Yes. Some regional examples: Aragón: a possibility to access is the “health PIN”, a double authentication system: first, the number of the health card and a PIN previously obtained in person at the health center during regular hours (Monday to Friday from 8 a.m. to 5 p.m.); and secondly, an access code sent to the phone.</p> <p>Catalonia: to access “La Meva Salut”, the citizen needs his/her personal identification code of the individual health card, and a digital certificate or a password. The password can be obtained either online or in person at a primary care center (from 8 a.m. to 5 p.m.).</p> <p>Basque Country: there are two access options: either a digital certificate or an advanced electronic signature (BakQ). The BakQ can be obtained in person by those over 16 who have an email account and a mobile</p>	<p>There are two telephone numbers (901 10 65 70 / 91 541 25 30) through which citizens can request an appointment to carry out the procedures related to pensions and benefits in person at any Service and Information Center of the Social Security of the National Institute of Social Security. The Social security offices are distributed throughout the Spanish territory, and the usual opening hours are from Monday to Friday, from 9.00 am to 2.30 pm.</p>	<p>There are two telephone numbers (901 10 65 70 / 91 541 25 30) through which citizens can request an appointment to carry out the procedures related to pensions and benefits in person at any Service and Information Center of the Social Security of the National Institute of Social Security. The Social security offices are distributed throughout the Spanish territory, and the usual opening hours are from Monday to Friday, from 9.00 am to 2.30 pm.</p> <p>The Information Office of the Central Services of the IMSERSO in Madrid offers information on the programs of Tourism and Social Thermalism, Dependency and other benefits and social services. Although it is currently closed, the opening hours vary depending on the day and season of the year.</p>	
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	phone at any health center or citizen service office (from 8 a.m. to 5 p.m.).			
<p>Specific locations that facilitate offline access to the service (Y/N). If yes, indicate the location(s). Please describe what kind of support is provided.</p>	<p>Yes. Only in the case of the community of Asturias where, if a citizen cannot access his/her medical records electronically, a physical copy may be requested by making a written request to the medical centre. The document must be downloaded.</p>	<p>The citizens can carry out the procedures related to pensions and benefits in person at any Service and Information Center of the Social Security of the National Institute of Social Security.</p>	<p>The citizens can carry out the procedures related to pensions and benefits in person at any Service and Information Center of the Social Security of the National Institute of Social Security.</p> <p>The Information Office of the Central Services of the IMSERSO in Madrid offers information on the programs of Tourism and Social Thermalism, Dependency and other benefits and social services. Although it is currently closed, the opening hours vary depending on the day and season of the year.</p>	
<p>Specific locations that facilitate online access to the service (Y/N). If yes, indicate the location(s). Please describe what kind of support is provided.</p>	<p>Not mentioned.</p>	<p>The citizens can carry out the procedures related to pensions and benefits in person at any Service and Information Center of the Social Security of the National Institute of Social Security.</p>	<p>The citizens can carry out the procedures related to pensions and benefits in person at any Service and Information Center of the Social Security of the National Institute of Social Security.</p>	

	<p>Other – please indicate any other access channels to the service.</p>	<p>Canary Islands: in addition to the digital certificate and the Cl@ve, there is the option of accessing through the digital identity card details of the regional health system. However, the identity can only be obtained through the digital certificate or the Cl@ve. Also, there is also a mobile application that can be downloaded through a QR code.</p>	<p>There are procedures related to pensions that can be carried out without an electronic certificate. In each one, the citizen must download and fill out a form that, later, will be sent by means of an application. Citizens can check the status of their requests at any time. Some of these procedures include: modification of bank details for collecting the pension, modification of the address, communication of the death of the recipient of the pension, pension for permanent disability, communication of the data of the pensioner's spouse, etc.</p>	<p>There are procedures related to the pensions' social benefits that can be carried out without an electronic certificate. In each one, the citizen must download and fill out a form that, later, will be sent by means of an application. Citizens can check the status of their requests at any time.</p>	
<p>Other forms of support for online use</p>	<p>Please indicate any other form of support to facilitate the use of the online service for older persons such as easy-to-read versions, different language versions, etc.</p>	<p>The Basque Department of Health offers the possibility of taking a 4-hour face-to-face training course on how to carry out procedures online. Enrollment in the course can be online or by medical appointment.</p> <p>Depending on the autonomous community and its official languages, the websites offer different language versions. For instance, the Basque</p>	<p>The Social Security YouTube channel contains a video tutorial on how to use the National Institute of Social Security electronic siteplatform to request pensions and benefits or carry out procedures without having a digital certificate or cl@ve.</p> <p>The Social Security magazine has a whole series of entries that explain to citizens how to carry out some of the most common procedures. These</p>	<p>The Social Security YouTube channel contains a video tutorial on how to use the National Institute of Social Security electronic siteplatform to request pensions and benefits or carry out procedures without having a digital certificate or cl@ve.</p> <p>The websites of the IMSERSO and the Spanish Ministry of Inclusion, Social Security and Migration</p>	

		<p>Country website displays the information in Basque and the Spanish languages. Also, the Spanish Health Ministry displays the information in seven languages: Spanish, Catalan, Valencian, Basque, Galician, French, and English.</p>	<p>include: how to request a face-to-face or telephone appointment, how to carry out electronic procedures without having digital access codes, how to obtain a digital certificate or Cl@ve, or how to communicate the change of a bank account to the Social Security Institute.</p> <p>The website of the Spanish Ministry of Inclusion, Social Security and Migration displays all the information in seven languages: Spanish, Catalan, Valencian, Basque, Galician, French, and English.</p>	<p>displays all the information in seven languages: Spanish, Catalan, Valencian, Basque, Galician, French, and English.</p>	
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