

PARTNERSHIP AGREEMENT

ENTERED INTO BY THE BARCELONA PUBLIC OMBUDSMAN (SINDICATURA DE GREUGES DE BARCELONA) AND THE OMBUDSMAN OF AMSTERDAM (OMBUDSMAN METROPOOL AMSTERDAM).

Appearances:

DAVID BONDIA GARCÍA, Barcelona Public Ombudsman (Síndic de Greuges de Barcelona), and **MUNISH RAMLAL**, Ombudsman of Amsterdam (Ombudsman Metropool Amsterdam), each acting in their official capacity and on behalf of the institutions they lawfully represent, duly empowered to execute this Partnership Agreement.

Whereas:

The **Barcelona Public Ombudsman (Sindicatura de Greuges de Barcelona)** is an institutional body for the protection of rights at municipal level, whose mission is to safeguard human rights and public freedoms of individuals in their relations with local public administrations and public services, by examining and resolving complaints in accordance with principles of legality, equity, and social justice, and by proposing conciliation mechanisms and improvements to administrative action.

The **Ombudsman of Amsterdam (Ombudsman Metropool Amsterdam)** is an independent public institution responsible for overseeing the actions of the Municipality of Amsterdam and its local public services, ensuring fair, transparent, and rights-respecting public administration, and promoting public trust in governmental institutions.

The Ombudsman of Amsterdam has developed, with the help of Digital Rights House Foundation, the **Ombudsman Principles for Digital Dignity and Fairness (Amsterdam Principles)**, a framework aimed at ensuring that digitalisation, automation, and the use of algorithmic systems by public authorities respect human dignity, fairness, transparency, personal data protection, meaningful human oversight, and accountability.

These principles are grounded in a people-centred approach to technology, recognising that not all solutions must be digital, promoting institutional digital autonomy, preventing “black-box” decision-making, and encouraging meaningful citizen participation in the design, implementation, and assessment of digital systems that affect everyday life.

Both institutions share a commitment to the protection of **human rights at local level**, the **right to the city, equality and non-discrimination, migration, social coexistence and non-violence**, as well as to the ethical, responsible, and rights-based governance of digital transformation within local public administrations.

Both institutions recognise international cooperation as a fundamental tool for strengthening institutional capacity, exchanging best practices, generating knowledge, and promoting shared standards for the protection of human rights in urban and digital contexts.

Both institutions are non-profit public bodies working to ensure the effective respect for and fulfilment of individual rights, the right to the city, and human rights of proximity.

Now, therefore, the Parties hereby agree as follows:

FIRST

The Parties shall direct their efforts toward coordinating and strengthening their cooperative relations, deepening knowledge of and protection for human rights, and disseminating international, European, and local instruments for their promotion and safeguarding, with a cross-cutting integration of **digital dignity and digital fairness principles** in local public administration.

SECOND

The Parties shall, to the extent possible, exchange information on their activities, experiences, methodologies, and good practices, particularly regarding the operation of ombudsman institutions, administrative oversight mechanisms, and the application of the **Ombudsman Principles for Digital Dignity and Fairness (Amsterdam Principles)**.

THIRD

For the purpose of giving visibility and operational effect to this Agreement, the Parties agree to jointly carry out, within their respective possibilities, the following activities:

1. The organisation of congresses, seminars, colloquia, symposia, conferences, and bilateral or multilateral forums, both in-person and virtual, on human rights, the right to the city, good administration, public-sector digitalisation, and the implementation of the **Amsterdam Principles**.
2. The coordination of professional placements, temporary secondments, and exchange programmes for officials and technical staff of both institutions, in accordance with the schedules and requirements established by each Party.
3. The development of joint legal, technical, and research activities of mutual interest, including the assessment of the impact of digitalisation, artificial intelligence, and automated systems on fundamental rights at local level.
4. Mutual access to case law, reports, recommendations, and publications of both institutions, available in digital or hard-copy format, as well as the exchange of printed or electronic publications in order to enrich their respective documentary collections.
5. The participation of officials from one institution in training programmes, courses, or educational activities organised by the other Party, subject to the internal rules and regulations of the hosting institution.
6. Facilitating access to respective libraries, documentation centres, and knowledge resources for researchers and staff of both institutions, in order to promote continuous training, applied research, and institutional strengthening.
7. The development of any other activity agreed upon by both Parties that contributes to the exchange of knowledge, institutional capacity-building, and the promotion of **digital dignity, fairness, transparency, personal data protection, and meaningful human oversight**.

FOURTH

The Parties agree that the legal representatives and/or persons specifically designated by each institution shall act as institutional focal points for all matters arising from this Partnership Agreement.

FIFTH

Joint activities carried out under this Agreement shall not entail any relationship of subordination. Personnel assigned by each Party shall remain under the authority and responsibility of their respective institution, and no employment relationship shall be created with the other Party.

SIXTH

This Agreement may be amended by mutual consent of the Parties, formalised through written communications.

SEVENTH

This Agreement does not involve any financial consideration or compensation between the Parties.

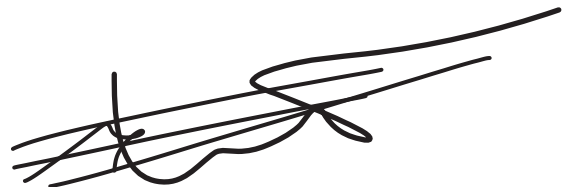
EIGHTH

This Agreement shall enter into force on the date of its signature and shall remain valid for a period of two (2) years, automatically renewable for successive equal periods. Either Party may terminate the Agreement by written notice to the other Party at least three (3) months prior to the intended termination date.

Digitally signed on the 12th of May 2026

Barcelona 

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de Barcelona
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Munish Ramlal, Ombudsman
Metropool Amsterdam