

## C20 Working Group 7 Policy Brief

### Digitalization & Technology<sup>i</sup>

Amidst the escalating global challenges in the digital age, global civil society urgently requires the G20 to address the following non-exhaustive participatory policy recommendations, bearing in mind participatory and multistakeholder governance<sup>ii</sup>, inclusion, human rights, other international fora discussions<sup>iii</sup> and the need to address sustainability and imbalances among countries<sup>iv</sup> and people, especially groups in vulnerable situation<sup>v</sup>, on four key pillars:

#### Information Integrity

The Information Integrity challenges arise from finding the right balance between enforcing effective regulations and protecting human rights. The market, journalistic vehicles, democracies, consumers, and everyone will thrive under regulatory approaches that strengthen rights, mitigate and appropriately address systemic and imminent risks alongside promoting competition. Therefore, we call on G20 countries to:

1. Market regulation: Foster a thriving digital ecosystem accessible to all and **mitigate concentration and power imbalances** between digital platforms and users (business users and advertisers; media; content producers; consumers), through measures such as: the promotion of local, regional, plural, and responsible media and journalism, open-knowledge/access platforms/assistive technology, and the advancement of data-protected interoperability.
2. Human rights: Promote information integrity and the fight against disinformation, especially content related to climate and groups in vulnerable situation, with multiple strategies (process-oriented regulation, media literacy, research, fact-checking, etc), to guarantee the right to accessible communication and information, protecting democracy and balancing **human rights**<sup>vii</sup>
3. Elections: Pursue the approval of specific and accountable legal measures, with multistakeholder oversight, to **address: heightened risks posed to democracies during elections and their local specificities**, moderation of disinformation-related content, the use of deepfakes and AI-generated content in elections, and transparency rules for political advertisements, among others.
4. Accountability: Work cooperatively to create human-rights-based norms and push for mandatory corporate disclosures by digital platforms as a **leveling standard for accountability and transparency** on issues such as content moderation, advertising policies, and impact assessments on systemic and human rights risks.
5. Context and inclusion: Foster **global information integrity standards, while also acknowledging other international initiatives**<sup>viii</sup> and **adapting them to context-specific needs**, addressing the socio-economic, racial and ethnic, cultural, and legal factors to reduce inequalities, promote inclusion, and protect democracy and groups in vulnerable situation within information ecosystem

#### Meaningful Connectivity

Access to digital networks, technologies, and digital citizenship skills must be promoted while recognising particularly low resource settings, and access barriers of groups in vulnerable situations like persons with disabilities, racial and ethnic minorities, women and LGBTQIAPN+ people. Therefore, we call on the G20 countries to:

6. Adapted Guidelines and establish guidelines that address the **diverse needs and realities of G20 countries' local perspectives** when developing connectivity infrastructures, metrics, and data collection mechanisms, while addressing issues such as literacy and privacy.
7. Inclusion: Prioritize policies aimed at **bridging vulnerabilities' gaps** (such as gender, disability, sexuality, gender identity, ethnicity, race, and territory) in access to connectivity by: enhancing the G20 DEWG's work by addressing the needs of marginalized communities; providing free internet spaces and promoting essential digital skills training towards economic opportunities.
8. Education: Ensure **connectivity and device universal access for the public education community**, especially the needs of vulnerable groups, including remote learning, through measures such as: providing affordable internet access and free Wi-Fi in schools and libraries; prioritizing digital literacy for teachers; and holding corporations and governments accountable for child and youth safety violations.
9. Collaboration: Establish **cross-border programs to address infrastructure gaps and ensure access to connectivity for all**, leveraging funds from G20 countries, via South-South and triangular cooperation, to spearhead projects of universal fixed broadband, digital literacy, and infrastructure resilience.
10. Resilience: Recognize the importance of connectivity, data protection, and local content and services for enhancing **resilience and territorial economic development**, through measures such as: supporting initiatives to withstand climate crises, disseminating vital information to marginalized communities; and promoting safe community networks and empowerment through digital literacy and e-commerce.

### Digital Government

Data and technology can be used to improve public services. Digital public infrastructures (DPIs) can potentially empower people and drive innovation. Developing these digital capabilities for citizen-to-government interfaces requires inclusive, accountable, human-rights-based, and public interest-driven policies. Therefore, we call on the G20 countries to:

11. Governance: Create a global framework to ensure that the entire life cycle of DPIs<sup>ix</sup> is subject to **meaningful public participation**, driven by community and democratic values, guided by context-specific needs, and equipped to mitigate risks of abuse of economic power and sovereignty.
12. Oversight: Establish the necessary mechanisms and processes for independent and public oversight, ensuring their **enforcement, transparency, responsiveness, and accountability** over the entire DPI life cycle, and the **public interest**.
13. Inclusion: Certify that the entire life cycle of DPIs is guided by **equity and meaningful inclusion**, encompassing literacy, capacity building, and accessibility - considering social markers of inequality and the needs of groups in vulnerable situations.

14. Human rights: Guarantee **human rights and access to essential services for all**, adopt inclusive, safe, and accountable data governance practices, and mitigate the risks posed by DPIs, such as discrimination, exclusion, environmental and privacy harms, security, system failure, and technology design.
15. Redressal: Secure **grievance and redress mechanisms**, access to legal aid, social participation and institutional trust (through capacity and independent judicial oversight), empowering people to seek redress when their human rights are not upheld or public resources are misused within the DPI life cycle.

### Artificial Intelligence

The rapid AI revolution allows new insurgent contexts to challenge nations with new scenarios and capabilities beyond traditional regulatory frameworks. This context urges an approach that primarily protects human rights and ensures ethical duties while fostering innovation<sup>x</sup>. Therefore, we call on the G20 countries to:

16. Databases: Develop responsible and environmentally-protected AI<sup>xi</sup> and evidence-based policies, facilitating initiatives to **audit databases** used by AI agents to ensure they rely on **representative training data** and also **creating public databases** reflecting local contexts and populations, with transparent curation and standards terminology, including registering AI system acquisitions, developers, and suppliers.
17. International Cooperation: Foster **international cooperation**<sup>xii</sup>, prioritizing Global Majority countries through the exchange of knowledge, best practices, proof of performance, audit procedures, and R&D partnerships, to help nations **achieve digital autonomy**, enhance internal capabilities, and improve governance and control over training data and the responsible AI life cycle.
18. Human Rights Framework<sup>xiii</sup>: Promote AI innovation with **regulation and interoperability standards based on human rights law and ethics**, promoting fairness, social responsibility, and accountability, with multistakeholder, open, and transparent governance<sup>xiv</sup>. Actions include risk and human rights impact assessments<sup>xv</sup>, independent oversight, social participation, and **prohibiting AI uses** with potential harm for human rights, such as, but not limited to autonomous weapons, biometric identification in public spaces<sup>xvi</sup>, and predictive policing<sup>xvii</sup>, while furthering democratic governance, regulation, independent oversight and social participation,
19. Inclusion: **Systematically and meaningfully** include diverse and affected groups in discussions and decision-making<sup>xviii</sup> by ensuring AI is equitable, accessible, sustainable, and respects self-determination while protecting languages, cultures, and groups in vulnerable situation, such as racial and ethnic minorities, indigenous peoples, People of African Descent, Africans, Asians, People of Asian Descent, migrants, refugees, Romas, Dalits, landless and homeless populations, women and, girls, LGBTQIAPN+ people, people with disabilities<sup>xix</sup>, including autistic people, and those with other health conditions, such as people living with HIV and dementia, and others.
20. Systemic Risks: Promote initiatives to mitigate **systemic risks of general-purpose AI**, such as discrimination, ableism, environmental harm, threats to democracy, critical thinking, and jobs. G20 countries must: ensure **transparency and accountability** from governments and AI

companies<sup>xx</sup>, **establish funds** for digital education, independent research, and guarantee prediction and responses to serious climate, social, and economic impact.

<sup>i</sup> This policy brief is the result of the engagement of around 100 people in the WG7 on Digitalization and Technology and was written by representatives of co-facilitators organizations (Amrita University, Idec - Institute for Consumers Protection and Lapin - Laboratory of Public Policy and Internet), namely: Alison Richards, Camila Leite Contri, Cynthia Picolo, Krishnashree Achutan, Luã Cruz, Maria Luciano, Maria Luiza Duarte de Sá, Pedro Peres Cavalcante.

<sup>ii</sup> We endorse the adoption of an open and inclusive multistakeholder design in Internet Governance processes, adhering to **NETmundial+10's Multistakeholder Statement** (2024) For its content, please access: <https://netmundial.br/pdf/NETmundial10-MultistakeholderStatement-2024.pdf>.

<sup>iii</sup> We mention other international initiatives, beyond former G20 and C20 work, such as: work developed by the G7; UNESCO Recommendation on the Ethics of Artificial Intelligence; the UN Global Digital Compact, Code of Conduct for Information Integrity on Digital Platforms, the UN Guiding Principles on Business and Human Rights, the UN Universal Safeguards for Inclusive DPI, among other initiatives; the Organization for Economic Co-operation and Development (OECD) Principles on AI; the Global Declaration on Information Integrity Online; the Alliance for Affordable Internet; the World Bank; the World Economic Forum; the Global Digital Inclusion Partnership; the International Telecommunication Union; the Global Partnership on Artificial Intelligence; the Global Partnership for Sustainable Development Data; and ID4AFRICA.

<sup>iv</sup> Especially Global South and Global North imbalances in technology and human development, economic capacities, inequalities, and dependence.

<sup>v</sup> All the recommendations must be interpreted considering the specificities of different historically **marginalized communities or groups in vulnerable situations and their intersectionalities** in terms of race and ethnicity, gender, sexual orientation, socioeconomic status, age, disabilities, geographical location, intersectionalities, and others. This includes, but is not limited to: racial and ethnic minorities, indigenous peoples, People of African Descent, Africans, Asians, People of Asian Descent, migrants, refugees, Romas, Dalits, landless and homeless populations, women and girls, LGBTQIAPN+ people, people with disabilities, including autistic people, and those with other health conditions, such as people living with HIV and dementia, and other groups in vulnerable situations. Special attention must be given to the intersectionalities of these groups.

<sup>vi</sup> Especially, but not limited to, freedom of expression, freedom of opinion, and press freedom.

<sup>vii</sup> Taking into account the international law principles of legality, proportionality, and justification and the "International Principles on the Application of Human Rights to Communications Surveillance (the "Necessary and Proportionate Principles" or "13 Principles)". Available at: <https://necessaryandproportionate.org/13-principles/>

<sup>viii</sup> Including the UN CRPD - Convention on the Rights of Persons with Disabilities.

<sup>ix</sup> Recalling the DPI life cycle suggested by the **DPI Safeguards Initiative**. Available at: [https://1945836565-files.gitbook.io/~files/v0/b/gitbook-x-prod.appspot.com/o/spaces%2Fc06RXQuE2L2kYKRY5qr%2Fuploads%2FJ0ITERIMuhGml4MFyctp%2F24.04.27\\_Leveraging%20DPI%20for%20Safe%20and%20Inclusive%20Societies\\_V2.pdf?alt=media&token=3468859c-7067-4918-aecf-5d1d313d9336](https://1945836565-files.gitbook.io/~files/v0/b/gitbook-x-prod.appspot.com/o/spaces%2Fc06RXQuE2L2kYKRY5qr%2Fuploads%2FJ0ITERIMuhGml4MFyctp%2F24.04.27_Leveraging%20DPI%20for%20Safe%20and%20Inclusive%20Societies_V2.pdf?alt=media&token=3468859c-7067-4918-aecf-5d1d313d9336)

<sup>x</sup> Recalling **G20 AI Principles**. Available at: [https://www.mofa.go.jp/policy/economy/g20\\_summit/osaka19/pdf/documents/en/annex\\_08.pdf](https://www.mofa.go.jp/policy/economy/g20_summit/osaka19/pdf/documents/en/annex_08.pdf). Recalling also the **United Nations General Assembly Resolution A/78/L.49**, dated 11 March 2024. Available at: <https://documents.un.org/doc/undoc/ltd/n24/065/92/pdf/n2406592.pdf?token=gaiVdCuG9zN0yMjuHV&fe=true>.

<sup>xi</sup> Reaffirming **G20 India's commitment** to promote responsible AI for achieving SDGs. Available at: <https://www.mea.gov.in/Images/CPV/G20-New-Delhi-Leaders-Declaration.pdf>. Recalling also the **G7 Hiroshima Leaders' Communiqué** (2023). Available at: <https://www.whitehouse.gov/briefing-room/statements-releases/2023/05/20/g7-hiroshima-leaders-communication/>.

<sup>xii</sup> There are existing initiatives in this regard such as the **Global Partnership on Artificial Intelligence (GPAI)**. Available at: <https://gpai.ai/>.

<sup>xiii</sup> Recalling **UNESCO Recommendation on the Ethics of Artificial Intelligence**. Available at: <https://unesdoc.unesco.org/ark:/48223/pf0000381137>.

<sup>xiv</sup> Reaffirming the **United Nations Resolution A/78/L.49** dated 11 March 2024. Available at: <https://documents.un.org/doc/undoc/ltd/n24/065/92/pdf/n2406592.pdf?token=QCM2fqn3G5krVvrRTG&fe=true>.

<sup>xv</sup> Recalling the standards related to **The UN Guiding Principles on Business and Human Rights (UNGPs)**. Available at: [https://www.ohchr.org/sites/default/files/documents/publications/guidingprinciplesbusinesshr\\_en.pdf](https://www.ohchr.org/sites/default/files/documents/publications/guidingprinciplesbusinesshr_en.pdf).

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<sup>xvi</sup> C20 India has already highlighted the high risks of using remote biometric identification in public spaces, suggesting that its use should be banned. See **Digitalization and Technology and the G20 - Initial briefing for the C20-2024**. C20-Brazil (2024). Available at: <[https://c20brasil.org/wp-content/uploads/2024/03/C20\\_DigitalizationTechnology\\_Synthesis.pdf](https://c20brasil.org/wp-content/uploads/2024/03/C20_DigitalizationTechnology_Synthesis.pdf)>.

<sup>xvii</sup> Reaffirming the **Universal Guidelines for Artificial Intelligence**. The Public Voice (2018). Available at: <<https://thepublicvoice.org/ai-universal-guidelines/>>.

<sup>xviii</sup> Reference to **NETmundial+10 Multistakeholder Statement** for an open and inclusive multistakeholder process. Available at: <<https://netmundial.br/pdf/NETmundial10-MultistakeholderStatement-2024.pdf>>.

<sup>xix</sup> Recalling the **Ethics and governance of artificial intelligence for health - Guidance on large multi-modal models**. World Health Organization (2024). Available at: <<https://iris.who.int/bitstream/handle/10665/375579/9789240084759-eng.pdf?sequence=1>>.

<sup>xx</sup> In accordance with **OECD AI Principles**, updated in May 2024. Available at: <<https://legalinstruments.oecd.org/en/instruments/OECD-LEGAL-0449>>.