



Mobile Technologies applied to protect victims of a crime within the EU Area of Justice: RightsApp for e-Justice

D5.9 Final International Workshop

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1	Participants	20 th June 2020	Jorge González-Conejero (UAB-IDT), Maria José Rodríguez Puerta (UAB-FoL), Esther Zapater (UAB-FoL) and Emma Teodoro (UAB-IDT)
2	Agenda	16 th July 2020	Jorge Gonzalez-Conejero (UAB-IDT)
3	Feedback report	29 th July 2020	Jorge González-Conejero (UAB-IDT) and María José Rodríguez Puerta (UAB-FoL)
4	Proofreading	3 rd August 2020	Pompeu Casanovas (UAB-IDT)

ACRONYMS LIST:

EFUS: European Forum for Urban Security

EU: European Union

FESPU: *Fórum Español para la prevención y la Seguridad Urbana* (Spanish Forum for the Prevention and Urban Security)

EXECUTIVE SUMMARY

This document compiles details and materials from the 2nd and final RightsApp Workshop that held on July 23rd, 2020 via Zoom. It shows:

- the agenda,
- list of participants,
- points out some conclusions,
- main presentation slides
- and materials distributed among participants.

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1 AGENDA AND LOCATION

The COVID-19 situation has reshaped all face-to-face activities in Europe for the past months. Obviously, the 2nd RightsApp workshop has been also affected by this situation and the 2nd RightsApp workshop scheduled in the project's Description of Action was held on July 23rd, 2020 via Zoom.

The coordinator, the Institute of Law and Technology, booked a room in Barcelona (Spain) to welcome the participants. This room, located at the Institute of Politics and Social Sciences¹, was prepared to guarantee the social distance of about 10 people. However, an outbreak of COVID-19 in Barcelona and surrounding areas led to the issuance of a set of recommendations from the Catalan government, among them, face-to-face meetings were strongly discouraged. Then, the RightsApp team prioritized the health of researchers and attendees from the different invited institutions.

This section shows the agenda of the 2nd RightsApp Workshop according to the online scenario, as mentioned before. Table 1 provides the details about how the Workshop was planned. It mainly focuses on two main points: i) to collect the stakeholder's feedback and; ii) to spread the word of the RightsApp results through the main dissemination channels from the workshop participants. Both points are discussed in Section 3.

Time	Topic	Main speaker
10:00h-10:30h	Results from the RightsApp project	Dr. Jorge Gonzalez-Conejero
10:30h-11:00h	Introducing Android and iOS mobile applications	Dr. Jorge Gonzalez-Conejero
11:00h-11:30h	Participants' feedback	All participants
11:30h-12:00h	Discussion	All participants
12:00h-12:15h	Coffee-break	--
12:15h-12:30h	Dissemination of the RightsApp apps	Dr. Maria José Rodríguez Puerta All participants
12:30h-13:00h	Discussion	All participants
13:00h	Closing of the workshop	--

Table 1: Agenda for the 2nd RightsApp workshop

¹ Institute of Political and Social Sciences, located at Carrer Mallorca 244, Barcelona (Spain). Home page available at: <https://www.icps.cat/>

2 PARTICIPANTS

Table 2 shows all the participants in the 2nd RightsApp Workshop. The attendants included different public entities related to victims support in Barcelona and Catalonia (where the pilot of the project took place), and Europe:

- Home Affairs of the Public Administration of Catalonia
- Department of Justice of the Public Administration of Catalonia
- Spanish Red Cross
- Barcelona City Council
- European Forum for Urban Security (EFUS)
- Spanish Forum for the Prevention and Urban Security (FEPSU)
- Catalan Society of Victimology
- Universitat Autònoma de Barcelona – Faculty of Law
- Universitat Oberta de Catalunya
- Universitat de Lleida

The Spanish legal framework grants rights to crime victims, however, victim support services and their corresponding resources are transferred to the different Autonomous Communities (*Comunidades Autónomas*). Thus, the research team of the RightsApp project considered as key participants all the Public Administrations in Catalonia and Barcelona since the project’s pilot will take place in this town.

Name	Affiliation
Dr. Jorge González-Conejero	RightsApp Project coordinator Executive Director of the Institute of Law and Technology (IDT) from the Universitat Autònoma de Barcelona (UAB)
Francesc Guillén	Head of Projects and Organization at Department of Home Affairs of the public administration of Catalonia (Spain) Vice-president of the European Forum for Urban Security (EFUS) ²
Antoni Vegas	Coordinator of Administration and Transversal Services at Department of Home Affairs of the Public Administration of Catalonia (Spain)
Begoña Curtó Ferrer	Head of Security Policies Evaluation Department Security Cabinet at Department of Home Affairs of the Public Administration of Catalonia (Spain)
Lluís Pérez Granell	Deputy Inspector Chief of the International Cooperation Department General Office for Institutional Relations, Prevention and Mediation Mossos d’Esquadra (Catalan Police)

² European Forum for Urban Security (EFUS). Home page available at: <http://efus-network.eu/efus/en/>

Cristina Gómez	Assistant at Victim Support and Reparation Services at the Department of Justice of the Public Administration of Catalonia (Spain)
Odette Pascual	Assistant at the Security and Prevention Department of Barcelona City Council
Dr. Josep Maria Tamarit Sumalla	President of the Catalan Society of Victimology Professor of Criminal Law at Universitat Oberta de Catalunya (UOC) Professor of Criminal Law at Universitat de Lleida (ULI)
Begoña Aricha	Coordination Centre of the Spanish Red Cross in Barcelona (Spain)
Dr. Maria Jose Rodríguez Puerta	Associate Professor of Criminal Law at the UAB
Dr. María Jesús Guardiola Lago	Assistant Professor of Criminal Law at the UAB Member of the Government Board of the Catalan Society of Victimology

Table 2: Participants in the 2nd RightsApp Workshop

According to Table 2, all institutions that attended the 1st RightsApp Workshop also participated in this 2nd RightsApp Workshop, with the exception of the European Training Network responsible, Associate Professor Antoni Roig, due to prior commitments. It is worth mentioning that Professor Roig has been fully committed with the project. He has conducted research activities, also contributing with his expert knowledge and feedback to the results.

As mentioned in Section 1, the Workshop was held online via Zoom due to an outbreak of COVID-19 that affected Barcelona (the place where the meeting was to take place) and surrounding areas. Figure 1 shows two screenshots that were taken at 10:50h (top) and 11:23h (bottom).

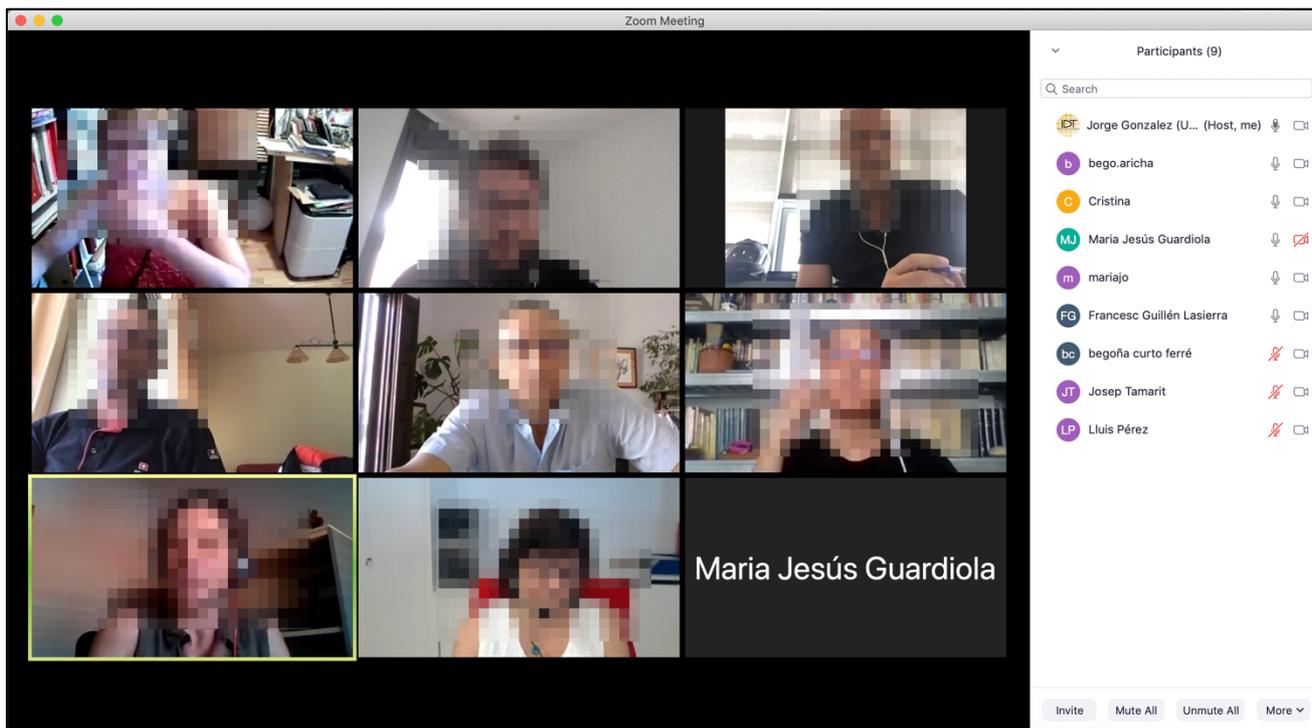




Figure 1: Participants at the 2nd RightsApp Workshop at (top) 10:50h and (bottom) 11:23h

3 CONCLUSIONS

Conclusions of the 2nd RightsApp workshop include two main categories: (i) feedback and comments; (ii) and dissemination actions.

3.1 Feedback and comments

This section lists all the feedback and comments provided and/or provided by the 2nd RightsApp Workshop attendees. Some of the topics raised were discussed jointly with the RightsApp research team members. Some of them were taken into account and balanced but actions are still under development by the project's research team since the implications for RightsApp implementation needs a closer analysis. We deem all contributions coming from the stakeholders' experience very useful to improve the affordances and functionalities of the tool.

3.1.1 Crime victim support offices require previous appointment to assist citizens

Representatives from the Department of Justice of the Public Administration of Catalonia raised the issue that citizens must arrange an appointment to be assisted in the crime victim support offices. Otherwise, citizens will not be assisted.

The workflow works as follow: 1) citizens/victims should call to Spanish Red Cross assistance phone number where professionals with different expert knowledge (psychologists, lawyers, social workers, among others) will assist the citizen/victim in different languages; 2) if needed, these professionals can book the appointment at the Crime Victim Support Office.

The RightsApp team set an urgent action point: the mobile application must inform about this workflow regarding crime victims assistance offices.

3.1.2 Update of the information in the RightsApp applications database

Some of the participants raised the issue of the RightsApp applications database updating process. Who will do this? And, how often?

The RightsApp research team explained that the updating process has been manually-driven so far. There is no automatization yet. The team also explained that the database is incorporated into the app, so, once the app is downloaded and installed no internet connection is needed unless the citizen/victim asks for it to send an e-mail or to browse a specific crime victim support centre or entity. Therefore, the database is updated and then included into the application update process at the Google Play Market or Apple Store. The last open issue was about how often the database will be updated. The project team stated that once the project is finished the Institute of Law and Technology will carry out this update about 4 or 5 times per year.

3.1.3 Type of language used in the application and in the information provided

Some participants asked about the decision to use the second-person singular in the questionnaire and in the information provided to crime victims. In Latin languages, such as Spanish for instance, 'you' can be expressed as 'tú' (familiar) or 'usted' (more respectful). They raised that the common use of 'tú', even if it is being normalised at present, could be somewhat surprising for some segments of the population. However, they also stated that this issue is very local, and it depends on the cultural heritage from each region and/or country.

The RightsApp research team has faced this issue several times during the implementation of the RightsApp applications. The legal experts suggested to use the second-person singular in the application

and in the information provided to citizens/crime victims. However, the project team has agreed to consider this matter again in the immediate future.

3.1.4 The translation of “sexual assault” in Spanish (“*Ataque sexual*”) has no legal category in the Spanish legal framework

The participants raised that, although “Sexual assault” is fully understandable in plain English, “*Ataque sexual*” has no legal category in Spanish and Spanish speakers could misunderstand its meaning. They suggest using “*Agresión sexual*” instead of “*Ataque sexual*”.

The RightsApp team set up an action point to modify this category in the application. It will be modified in the next application update at the Google Play Market and Apple Store.

3.1.5 Sensory disabilities

Participants about how RightsApp applications deal with sensory disabilities meta-applications available in Android and iOS to help people with sensory disabilities.

The RightsApp researchers informed that they are aware of these meta-applications, however, no tests have been carried out and no testing is scheduled yet. This issue will be carefully considered.

3.1.6 Data for research

Some of the participants, in addition to represent their institution as stakeholders are also academics. One of the suggestions pointed at data that the RightsApp applications will produce for research, specifically, the information gathered from the questionnaire. Currently, there is a number of crimes in Spain that are not reported since citizens, usually from abroad, believe that report a crime is too complicated because of the language and court proceedings (e.g. among other things, they wrongly believe that they will be required to appear in person as accusation or witnesses before the court). So, the suggestion was that research data generated by the RightsApp application could be helpful to redress the subject in this matter.

The RightsApp project members reported that up to date no research data is gathered. However, it is worth mentioning that the mobile applications are ready to start the collection of data whenever needed on demand, under the legal conditions set by the GDPR regulations and the national and regional provisions.

3.2 Dissemination

Six different action points have been agreed among the participant institutions and the RightsApp project representatives in the Workshop.

3.2.1 Department of Home Affairs

The Department of Home Affairs will disseminate the RightsApp project to the Consulates and Embassies located in Barcelona. 90 Consulates and Embassies receive periodical information provided by Mossos d’Esquadra about their citizens abroad. Thus, the RightsApp project will be disseminated to 90 Consulates and Embassies.

Additionally, the Department of Home Affairs will study the possibility to disseminate the RightsApp project to local Law Enforcement Agencies across the municipalities surrounding Barcelona, which jointly host about 3 million inhabitants.

3.2.2 Department of Justice

The Department of Justice will disseminate via its home web page a text introducing the RightsApp project, the project’s web page and the availability of the RightsApp mobile applications.

3.2.3 Barcelona City Council

The Barcelona City Council will disseminate through its web page and social media channels a text introducing the RightsApp project, the project's web page and the availability of the RightsApp mobile applications.

3.2.4 Catalan Society of Victimology

The Catalan Society of Victimology will include in its home web page a text introducing the RightsApp project, the project's web page and the availability of the RightsApp mobile applications.

3.2.5 European Forum for Urban Security (EFUS)

Mr. Francesc Guillen holds the position of vice-president of the EFUS. As a result of the Workshop he encouraged the RightsApp team to contact Ms. Pilar de La Torre as Programme Manager of EFUS to explore the dissemination of RightsApp across the major cities in Europe.

ANNEX I – MAIN PRESENTATION SLIDES

Mobile Technologies applied to protect victims of a crime within the EU Area of Justice

RightsApp Infoday
 Jorge González-Conejero
 Barcelona, 15/04/2020
<http://rightsapp-project.eu>

This project has been funded by the European Union's Justice Programme (2014-2020)

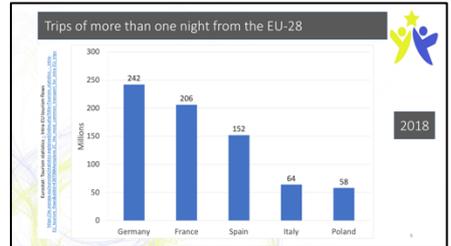
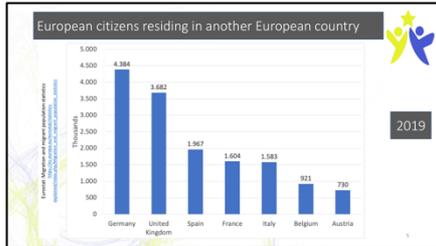
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- Background, motivations and issues
- The project
- RightsApp application
 - Emergency call to 112
 - Crime victim rights
 - Crime victim support centres and entities

Background, motivations and issues

Right to move and reside freely within EU

- Since 1995, the Schengen Area has abolished all internal borders in lieu of a single external border, allowing EU citizens to travel without checks or visas across the 26 countries where it is in force up to date.
- Subject to certain condition, citizens of the EU have the right to move and reside freely within the territory of the EU. This right is conferred directly by Article 21 of the Treaty on the Functioning of the European Union.
- The European strategy on the Area of Security, Freedom and Justice, was to ensure that the EU citizens' rights are protected sufficiently even when they are in a different Member State than their own.



Crime victims: issues

- Lack of awareness regarding EU and national legal framework, and consequently, lack of awareness regarding crime victim rights when citizens fall victim to crime in the EU.
- Lack of harmonization, although EU sets up common rules, legal frameworks vary from one Member State to another.
- Lack of legal background from citizens causes difficulties to understand their rights since usually these rights are listed and explained in technical and legal texts.
- Different language than your own, especially if you are abroad.

Background

- Regulation (EU) 2015/2120: Abolishment of roaming surcharges.
- Eurostat: In 2019, within the EU-27, a 77% of the European citizens surf the Internet every day.
- Eurostat: In 2019, within the EU-27, a 71% of the European citizens surf the Internet through a smartphone.
- Although at a national level English is the most widely spoken foreign language where it is not an official language, there are dramatic differences among Member States: The Netherlands (90%), Malta (89%), Denmark (86%) and Sweden (86%) are particularly likely to speak English as a foreign language, on the other hand, Italy (34%), Portugal (27%) and Spain (22%) report lower skills. (Eurobarometer 386)

The project

Main objectives

- To contribute to increase awareness, strengthening and empowering of EU citizens' rights through mobile technologies when they fall victim to a crime within the EU.
- To create a one-stop provider in EU smartphones and/or tablets regarding EU citizens' rights when they fall victim to a crime.
- To deploy a citizen-centric, user-friendly and dynamic mobile application for Android and iOS operative systems
- To provide tailored knowledge and information from different sources

The project

- Mobile Technologies applied to protect victims of a crime within the EU Area of Justice - RightsApp
- Duration: 01/03/2018–31/08/2020
- Consortium: Universitat Autònoma de Barcelona – Institute of Law and Technology, UAB Faculty of Law and International Support Service
- Funding: DG-Justice (JUST-AG-2017/JUST-JACC-EJU-AG-2017)
- Home web page: <http://rightsapp-project.eu>
- Twitter: @p_rightsapp

Consortium

Collaborators

RightsApp application

Deployment of the application

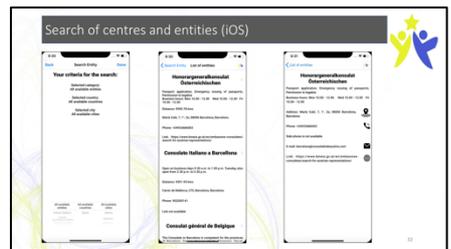
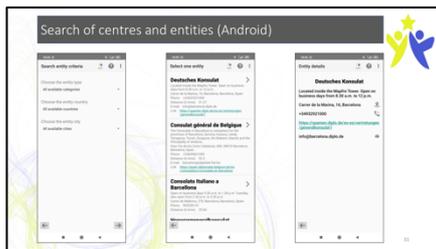
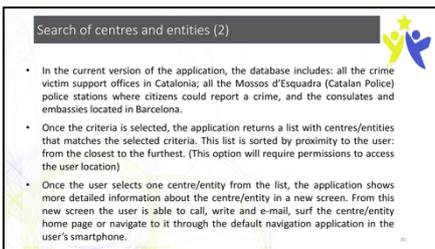
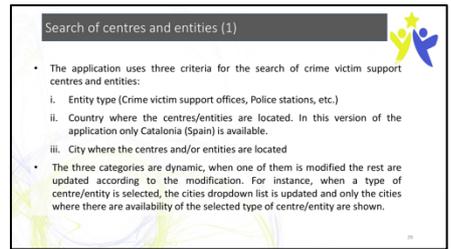
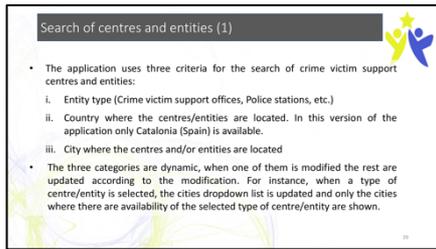
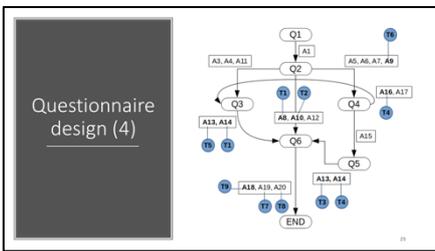
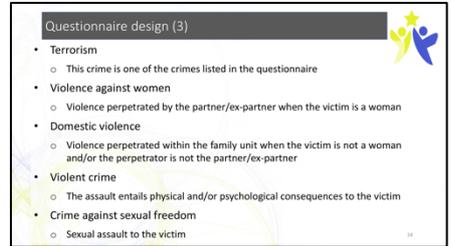
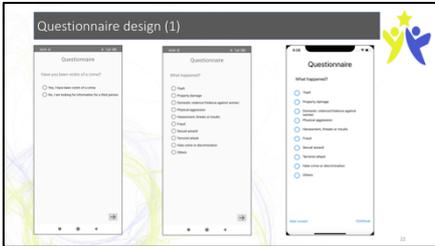
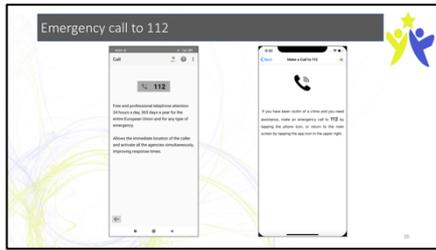
Available on the App Store

Application features

- In the first quarter of 2019, Android's market share in the five largest economies in Europe (United Kingdom, France, Germany, Spain and Italy) was 79.3%, on the other hand, the iOS's market share was the 20.1%.
- It models the Spanish legal framework.
- It is deployed in: Spanish, English, Italian and Portuguese.
- It considers three different scenarios:
 - To make an emergency call to 112.
 - To provide tailored information regarding crime victim rights (through a short questionnaire).
 - To provide information regarding crime victim support centres and entities, and consulates and embassies.

Main screen

How to use the app / Change language



CONTACT

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ANNEX II – MATERIALS FOR THE 2ND RIGHTSAPP WORKSHOP



RightsApp



2nd RightsApp Workshop. RightsApp: “Mobile Technologies applied to protect victims of a crime within the EU Area of Justice”

July 23rd, 2020

10h—13h

<https://us02web.zoom.us/j/86449578339?pwd=bm5kOVEzNlhkdmlwTFBvWkFWVUhOUT09>

Meeting ID: 864 4957 8339

Password: 627451

Materials



<https://play.google.com/store/apps/details?id=cat.uab.idt.rightsapp>



<https://apps.apple.com/app/id1511902208>



This workshop has been funded by the European Union’s Justice Program (2014-2020)

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Universitat Autònoma
de Barcelona

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1. Introduction

This document compiles all the relevant materials for the 2nd RightsApp Workshop. The RightsApp research team have divided crimes from the Spanish legal framework in different categories shown in Section 2. These categories are based on the rights granted to citizens that fall victim to each crime. A questionnaire has been designed to model the victim's current situation. In this section questions and answers from this questionnaire are also listed. Finally, the decision tree that runs jointly with categories, questions and answers, providing the logic under the hood of the questionnaire, is also depicted for discussion.

Section 3 is focused on the information that the user/victim will see after the questionnaire, once his/her situation fitted in one of the above-mentioned categories. This information will contain, if needed, additional rights that citizens that usually reside in another EU country have as well as the rights granted to people that usually reside outside the EU, according to the Spanish legal framework.

2. Modelling of the victim situation in the RightsApp mobile application

2.1. Tags

ID	Tags
T1	Crimes with no specific rights granted in the Spanish legal framework
T2	Terrorism
T3	Violence against women
T4	Domestic violence
T5	Violent crimes or against sexual freedom
T6	Sexual attack
T7	EU Residents
T8	Non-EU Residents
T9	Spain residents

Table 1: Tags for the specification of the crime victim situation

2.2. Questionnaire: questions and answers

ID	Questions
Q1	Have you been victim of a crime?
Q2	What happened?

Q3	As a result, have you suffered physical or mental disability?
Q4	Who did it?
Q5	Are you a woman?
Q6	Where do you usually live?
Q8	What happened to the victim?
Q9	As a result, have the victim suffered physical or mental disability?
Q10	Who did it?
Q11	Is the victim a woman?
Q12	Where the victim lives?

Table 2: Questions text for the questionnaire

ID	Answers
A1	Yes, I have been victim of a crime
A2	No, I am looking for information for a third person
A3	Theft
A4	Property damage
A5	Domestic violence/Violence against women
A6	Physical aggression
A7	Harassment, threats or insults
A8	Fraud
A9	Sexual assault
A10	Terrorist attack
A11	Hate crime or discrimination
A12	Others
A13	Yes
A14	No
A15	Partner/Ex-partner
A16	A member of the family environment
A17	A third person
A18	Spain
A19	Another country member of the European Union
A20	A country outside the European Union

Table 3: Questionnaire answers

2.3. Decision Tree

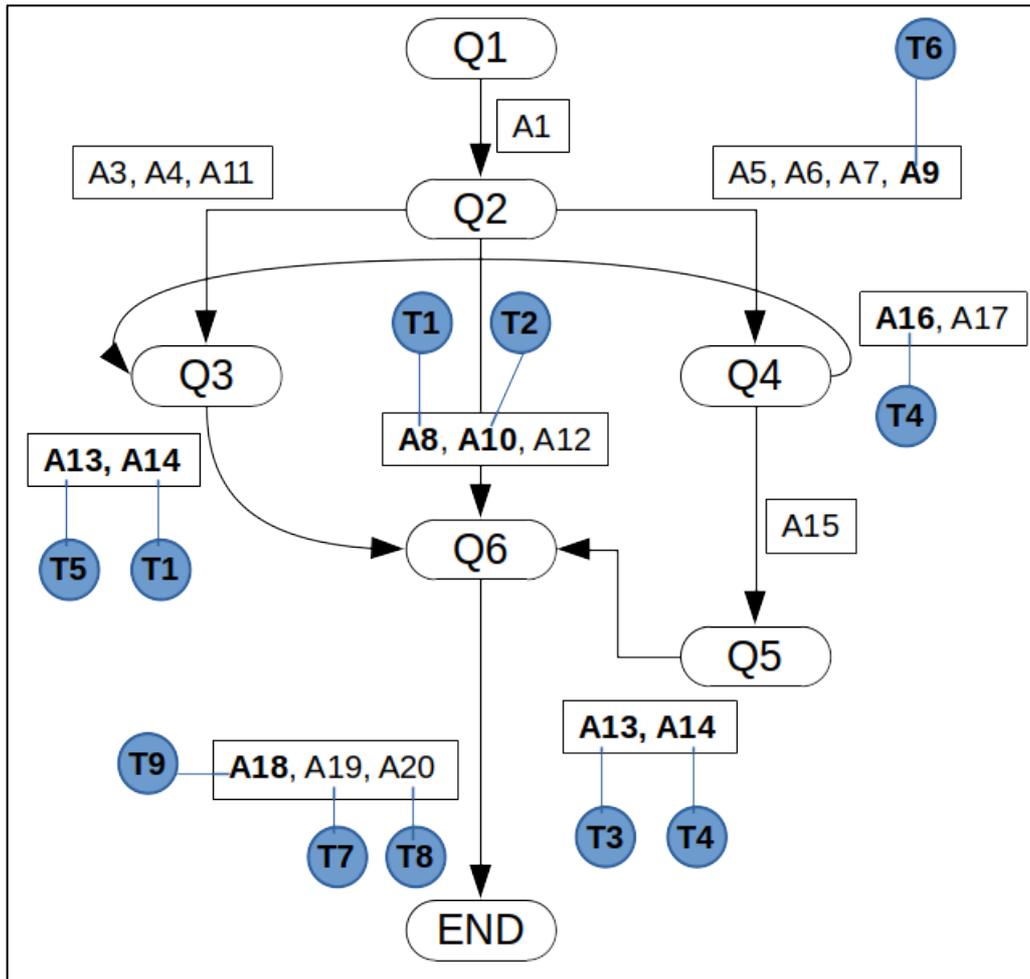


Figure 1: Decision Tree

3. Information provided to victims considering his/her current situation and residence

3.1. Information for victims that fall to crime with no specific rights granted in the Spanish legal framework

ID	Information for all victims that fall to crime with no specific rights granted in the Spanish legal framework
1	You have the right to: <ul style="list-style-type: none"> —To be informed about access to free medical and psychological support —Receive free legal advice —Communicate and receive information in the language you understand for free, —Contact the professionals who take your case —Receive notification of important decisions —Receive a copy of the complaint —and obtain general information on the case.

2	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive clear and understood communications . — If you have special needs, you have the right to have communications adapted to your needs . — If you are a minor, you can go alone or accompanied by whomever you want . — Receive the information of your case in the language you understand and access free interpretation services to express yourself in your language . — If the police do not provide you with the translation or interpretation of the information in the language you choose , will appear in the certificate and you can appeal this decision to the judge.
3	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information from the Legal Guidance Service (SOJ_Generalitat de Catalunya) — You could be accompanied by the persona that you decide — You and your family members can receive personalized attention, without the need to report or when the crime has been serious — Enter the phone and mail of the Red Cross
4	<p>You can:</p> <ul style="list-style-type: none"> — Report or sue . — Provide all the information you consider important to the police, the judge on duty or the prosecutor . — Report to the police, the judge on duty or the prosecutor . — If you report, consideration will be given to whether it is necessary to apply protection measures . — If you report, you have the right to receive a copy of the report
5	<p>You can:</p> <ul style="list-style-type: none"> — Have the right to ask for protection measures . — If you are a minor, the prosecutor will decide what protection measures apply to you . — If you are the victim of a crime, you and your family members have the right not to have Contact with the suspected or accused person . — You have the right to declare as soon as possible, accompanied by your lawyer and / or the person you want and that your statement be taken as few times as possible . — You have the right to you have a medical examination as few times as possible . — You have the right to protect your privacy and that of your family members and to prevent the dissemination of personal information, especially if you are a minor or have special needs.
6	<p>You have the right to:</p> <ul style="list-style-type: none"> — Go to a mediator free of charge to solve your problem in a non-judicial, and dialogue-oriented way.- The mediator will be able to decide if your case can be solved through a mediation process, avoiding any further risk for the victim or the possibility of causing more damage to you . — All those involved must agree to participate in mediation . — You will not be able to go to mediation if your case is gender violence

7	<p>You can:</p> <ul style="list-style-type: none"> — Receive information on whether you can access a lawyer for free and what requirements you need to meet for it. — You can apply for a lawyer to assist you for free when they inform you about your case, in the victim assistance offices or the Bar Association.
8	<p>You have the right to:</p> <ul style="list-style-type: none"> — Have some of the expenses you have had for participating in the trial returned.
9	<p>You have the right to:</p> <ul style="list-style-type: none"> — That the goods that have been retained for the duration of your case be returned to you — They will not be able to return your goods if they are necessary to solve your case.
10	<p>You have the right to:</p> <ul style="list-style-type: none"> — Participate in the criminal process of your case, — Accused assisted by a lawyer — Go to the authorities to provide the evidence or information that you consider important.

Table 4: Information for victims that fall to a crime without specific rights granted in the Spanish legal framework

ID	Information for victims that fall to crime with no specific rights granted in the Spanish legal framework that reside in another EU country
26	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter
27	<p>You have the right to:</p> <ul style="list-style-type: none"> — Report what has happened to you in Spain in your country . — You can participate in the trial through videoconference, without having to come to Spain . — If you have to return to Spain to testify You can ask them to refund your travel and accommodation expenses.

Table 5: Information for the victims that reside in another EU country

ID	Information for victims that fall to crime with no specific rights granted in the Spanish legal framework that reside outside the EU
26	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter

Table 6: Information for the victims that reside outside the EU

3.2. Information for victims that fall to terrorism attack crime

ID	Information for all victims that fall to terrorist attack crime
1	<p>You have the right to:</p> <ul style="list-style-type: none"> — To be informed about access to free medical and psychological support — Receive free legal advice — Communicate and receive information in the language you understand for free, — Contact the professionals who take your case — Receive notification of important decisions — Receive a copy of the complaint — and obtain general information on the case.
2	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive clear and understood communications . — If you have special needs, you have the right to have communications adapted to your needs . — If you are a minor, you can go alone or accompanied by whomever you want . — Receive the information of your case in the language you understand and access free interpretation services to express yourself in your language . — If the police do not provide you with the translation or interpretation of the information in the language you choose , will appear in the certificate and you can appeal this decision to the judge.
4	<p>You can:</p> <ul style="list-style-type: none"> — Report or sue . — Provide all the information you consider important to the police, the judge on duty or the prosecutor . — Report to the police, the judge on duty or the prosecutor . — If you report, consideration will be given to whether it is necessary to apply protection measures . — If you report, you have the right to receive a copy of the report
6	<p>You have the right to:</p> <ul style="list-style-type: none"> — Go to a mediator free of charge to solve your problem in a non-judicial, and dialogue-oriented way.- The mediator will be able to decide if your case can be solved through a mediation process, avoiding any further risk for the victim or the possibility of causing more damage to you . — All those involved must agree to participate in mediation . — You will not be able to go to mediation if your case is gender violence
8	<p>You have the right to:</p> <ul style="list-style-type: none"> — Have some of the expenses you have had for participating in the trial returned.
9	<p>You have the right to:</p> <ul style="list-style-type: none"> — That the goods that have been retained for the duration of your case be returned to you — They will not be able to return your goods if they are necessary to solve your case.

10	<p>You have the right to:</p> <ul style="list-style-type: none"> – Participate in the criminal process of your case, – Accused assisted by a lawyer – Go to the authorities to provide the evidence or information that you consider important.
17	<p>As a victim of terrorism, you can:</p> <ul style="list-style-type: none"> – Receive psychological and psychiatric assistance free of charge and immediately as long as you need – Receive healthcare outside the Social Security system . – If you are a foreigner, receive healthcare urgent and assistance from the Consulate of your country . – Receive the first assistance in the Office of Attention to Victims of Crime . – The person in charge of assisting the assistance you need throughout the process is the Office of Victims of Terrorism (Madrid).
19	<p>You can:</p> <ul style="list-style-type: none"> – Request protection measures – If the victim is a minor, the prosecutor will determine the protection measures – You and your family may not have contact with the suspect or accused . – You can declare as soon as possible and the least number of times – To be accompanied by your lawyer and / or trusted person – You can have a medical examination, whenever it is essential and the least number of times . – Have protection of your privacy and that of your relatives to prevent the dissemination of information that can identify them especially if there are minors or people with special needs . – Not having a direct visual or sound relationship with the accused or accused
20	<p>You have the right to:</p> <ul style="list-style-type: none"> – A first free and immediate legal assistance – A free lawyer throughout the process if you prove insufficient resources.
21	<p>If you are Spanish or foreigner you may be entitled to receive aid, and you have one year to request it once you have the medical report:</p> <ul style="list-style-type: none"> – FINANCIAL AID: you can receive it before your case is resolved. You can make them compatible with other aids and no taxes are applied (ex: burial expenses, perceptions for personal or material damage). – LABOR AIDS: you can receive them before your case is resolved (eg: change of workday and transfer of job) – SOCIAL AIDS: you can receive them before your case is resolved (eg: preference in the allocation and occupation of public housing and the right to provisional accommodation) . – EDUCATIONAL AID: you can receive it before your case is resolved (eg: not paying educational fees, study aid if you cannot do your usual job and receive individualized attention in educational centers).

Table 7: Information for all victims that fall to terrorist attack crime

ID	Information for victims that fall to terrorist attack crime that reside in another EU country
22	You can: — Ask for help at your Consulate or Embassy
23	You can: — Have the right to obtain residence in Spain
26	You have the right to: — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter
27	You have the right to: — Report what has happened to you in Spain in your country . — You can participate in the trial through videoconference, without having to come to Spain . — If you have to return to Spain to testify You can ask them to refund your travel and accommodation expenses.

Table 8: Information for victims that fall to terrorist attack crime that reside in another EU country

ID	Information for victims that fall to terrorist attack crime that reside outside the EU
22	You can: — Ask for help at your Consulate or Embassy
23	You can: — Have the right to obtain residence in Spain
24	You may be entitled to: — Specific compensation if victims of terrorism are also compensated in your country of residence
26	You have the right to: — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter

Table 9: Information for victims that fall to terrorist attack crime that reside outside the EU

3.3. Information for victims that fall to violence against women crime

ID	Information for all victims that fall to violence against women crime
2	You have the right to: — Receive clear and understood communications . — If you have special needs, you have the right to have communications adapted to your needs . — If you are a minor, you can go alone or accompanied by whomever you want . — Receive the information of your case in the language you understand and

	<p>access free interpretation services to express yourself in your language .</p> <ul style="list-style-type: none"> — If the police do not provide you with the translation or interpretation of the information in the language you choose , will appear in the certificate and you can appeal this decision to the judge.
4	<p>You can:</p> <ul style="list-style-type: none"> — Report or sue . — Provide all the information you consider important to the police, the judge on duty or the prosecutor . — Report to the police, the judge on duty or the prosecutor . — If you report, consideration will be given to whether it is necessary to apply protection measures . — If you report, you have the right to receive a copy of the report
6	<p>You have the right to:</p> <ul style="list-style-type: none"> — Go to a mediator free of charge to solve your problem in a non-judicial, and dialogue-oriented way.- The mediator will be able to decide if your case can be solved through a mediation process, avoiding any further risk for the victim or the possibility of causing more damage to you . — All those involved must agree to participate in mediation . — You will not be able to go to mediation if your case is gender violence
8	<p>You have the right to:</p> <ul style="list-style-type: none"> — Have some of the expenses you have had for participating in the trial returned.
9	<p>You have the right to:</p> <ul style="list-style-type: none"> — That the goods that have been retained for the duration of your case be returned to you — They will not be able to return your goods if they are necessary to solve your case.
10	<p>You have the right to:</p> <ul style="list-style-type: none"> — Participate in the criminal process of your case, — Accused assisted by a lawyer — Go to the authorities to provide the evidence or information that you consider important.
11	<p>You have the right to:</p> <ul style="list-style-type: none"> — To be informed in the language that you understand — Receive free legal advice — To be informed about: your case, the medical, psychological, security, and support measures, where you can go to that they attend to you (care, emergency, support and comprehensive recovery) and the decisions that establish the prison or freedom of your aggressor, if he escapes or if the precautionary measures for your safety are modified . — Refuse to receive information about your case and everything that refers to your aggressor . — Receive information adapted to your special needs, if as a woman victim of a crime of gender violence you have them.

12	<p>You have the right to:</p> <ul style="list-style-type: none"> — Let the person you choose accompany you — Receive free medical and psychological assistance outside the police and judicial offices. Your family members will be able to access these services, without having to file a complaint if the crime has been very serious . — To be attended urgently and permanently — Receive specialized help for your situation — To receive complete professional attention : psychological care, social support, follow-up of complaints, educational support for his family, preventive training and reintegration into the workplace. The minors in your charge may also receive this attention . — Ask for a lawyer for free
13	<p>You have the right to:</p> <ul style="list-style-type: none"> — Ask for a protection order — That your personal data be protected and limit what information is published about your case — Request measures so that your aggressor does not leave home, cannot communicate, no can have weapons and limit the rights respect of your children
14	<p>You have the right to:</p> <ul style="list-style-type: none"> — Have a free lawyer before reporting — Have the same lawyer in all the proceedings that are opened about your case — Your heirs can also have a free lawyer
15	<p>You have the right to:</p> <ul style="list-style-type: none"> — Changes that affect your right to work due to your situation as a victim and to receive help from Social Security, as long as you have a protection order or the prosecutor sees signs of gender violence or there is a certificate of the services you have gone to . — If you work for someone else, you can ask for: changes in your workday, geographic mobility, change of workplace, interrupt your contract and to be readmitted under the same conditions, end your contract and access unemployment, and that the social services justify absences or delays . — If you are self-employed: if you have to stop working, you will not contribute for 6 months and you will be registered. You can sign up for specific employment programs . — If you are a public official, you have a protection order, or the prosecutor sees signs of gender violence: you can modify or reduce your workday, ask for geographic mobility, ask for leave of absence, justify absences from work. You also have specific economic rights: request social assistance, have preferential access to housing and public residences for the elderly, and access to the Active Insertion Income.

Table 10: Information for all victims that fall to violence against women crime

ID	<p>Information for victims that fall to violence against women crime that reside in another EU country</p>
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26	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter
27	<p>You have the right to:</p> <ul style="list-style-type: none"> — Report what has happened to you in Spain in your country . — You can participate in the trial through videoconference, without having to come to Spain . — If you have to return to Spain to testify You can ask them to refund your travel and accommodation expenses.

Table 11: Information for victims that fall to violence against women crime that reside in another EU country

ID	Information for victims that fall to violence against women crime that reside outside the EU
26	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter

Table 12: Information for victims that fall to violence against women crime that reside outside the EU

3.4. Information for victims that fall to domestic violence crime

ID	Information for all victims that fall to domestic violence crime
1	<p>You have the right to:</p> <ul style="list-style-type: none"> —To be informed about access to free medical and psychological support —Receive free legal advice —Communicate and receive information in the language you understand for free, —Contact the professionals who take your case —Receive notification of important decisions —Receive a copy of the complaint —and obtain general information on the case.
2	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive clear and understood communications . — If you have special needs, you have the right to have communications adapted to your needs . — If you are a minor, you can go alone or accompanied by whomever you want . — Receive the information of your case in the language you understand and access free interpretation services to express yourself in your language . — If the police do not provide you with the translation or interpretation of the information in the language you choose , will appear in the certificate and you can appeal this decision to the judge.
3	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information from the Legal Guidance Service (SOJ_Generalitat de

	<p>Cataluña)</p> <ul style="list-style-type: none"> — You could be accompanied by the persona that you decide — You and your family members can receive personalized attention, without the need to report or when the crime has been serious — Enter the phone and mail of the Red Cross
4	<p>You can:</p> <ul style="list-style-type: none"> — Report or sue . — Provide all the information you consider important to the police, the judge on duty or the prosecutor . — Report to the police, the judge on duty or the prosecutor . — If you report, consideration will be given to whether it is necessary to apply protection measures . — If you report, you have the right to receive a copy of the report
5	<p>You can:</p> <ul style="list-style-type: none"> — Have the right to ask for protection measures . — If you are a minor, the prosecutor will decide what protection measures apply to you . — If you are the victim of a crime, you and your family members have the right not to have Contact with the suspected or accused person . — You have the right to declare as soon as possible, accompanied by your lawyer and / or the person you want and that your statement be taken as few times as possible . — You have the right to you have a medical examination as few times as possible . — You have the right to protect your privacy and that of your family members and to prevent the dissemination of personal information, especially if you are a minor or have special needs.
6	<p>You have the right to:</p> <ul style="list-style-type: none"> — Go to a mediator free of charge to solve your problem in a non-judicial, and dialogue-oriented way.- The mediator will be able to decide if your case can be solved through a mediation process, avoiding any further risk for the victim or the possibility of causing more damage to you . — All those involved must agree to participate in mediation . — You will not be able to go to mediation if your case is gender violence
7	<p>You can:</p> <ul style="list-style-type: none"> — Receive information on whether you can access a lawyer for free and what requirements you need to meet for it. — You can apply for a lawyer to assist you for free when they inform you about your case, in the victim assistance offices or the Bar Association.
8	<p>You have the right to:</p> <ul style="list-style-type: none"> — Have some of the expenses you have had for participating in the trial returned.
9	<p>You have the right to:</p> <ul style="list-style-type: none"> — That the goods that have been retained for the duration of your case be returned to you

	— They will not be able to return your goods if they are necessary to solve your case.
10	You have the right to: — Participate in the criminal process of your case, — Accused assisted by a lawyer — Go to the authorities to provide the evidence or information that you consider important.

Table 13: Information for all victims that fall to domestic violence crime

ID	Information for victims that fall to domestic violence crime that reside in another EU country
26	You have the right to: — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter
27	You have the right to: — Report what has happened to you in Spain in your country . — You can participate in the trial through videoconference, without having to come to Spain . — If you have to return to Spain to testify You can ask them to refund your travel and accommodation expenses.

Table 14: Information for victims that fall to domestic violence crime that reside in another EU country

ID	Information for victims that fall to domestic violence crime that reside outside the EU
26	You have the right to: — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter
28	You have the right to: — Report in your country of residence if there is a bilateral legal assistance agreement between both States

Table 15: Information for victims that fall to domestic violence crime that reside outside the EU

3.5. Information for victims that fall to violent or against sexual freedom crime

ID	Information for all victims that fall to violent or against sexual freedom crime
1	You have the right to: — To be informed about access to free medical and psychological support — Receive free legal advice — Communicate and receive information in the language you understand for free, — Contact the professionals who take your case — Receive notification of important decisions

	<ul style="list-style-type: none"> — Receive a copy of the complaint — and obtain general information on the case.
2	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive clear and understood communications . — If you have special needs, you have the right to have communications adapted to your needs . — If you are a minor, you can go alone or accompanied by whomever you want . — Receive the information of your case in the language you understand and access free interpretation services to express yourself in your language . — If the police do not provide you with the translation or interpretation of the information in the language you choose , will appear in the certificate and you can appeal this decision to the judge.
3	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information from the Legal Guidance Service (SOJ_Generalitat de Catalunya) — You could be accompanied by the persona that you decide — You and your family members can receive personalized attention, without the need to report or when the crime has been serious — Enter the phone and mail of the Red Cross
4	<p>You can:</p> <ul style="list-style-type: none"> — Report or sue . — Provide all the information you consider important to the police, the judge on duty or the prosecutor . — Report to the police, the judge on duty or the prosecutor . — If you report, consideration will be given to whether it is necessary to apply protection measures . — If you report, you have the right to receive a copy of the report
5	<p>You can:</p> <ul style="list-style-type: none"> — Have the right to ask for protection measures . — If you are a minor, the prosecutor will decide what protection measures apply to you . — If you are the victim of a crime, you and your family members have the right not to have Contact with the suspected or accused person . — You have the right to declare as soon as possible, accompanied by your lawyer and / or the person you want and that your statement be taken as few times as possible . — You have the right to you have a medical examination as few times as possible . — You have the right to protect your privacy and that of your family members and to prevent the dissemination of personal information, especially if you are a minor or have special needs.
6	<p>You have the right to:</p> <ul style="list-style-type: none"> — Go to a mediator free of charge to solve your problem in a non-judicial, and dialogue-oriented way.- The mediator will be able to decide if your case can be solved through a mediation process, avoiding any further risk for the victim or the possibility of causing more damage to you .

	<ul style="list-style-type: none"> — All those involved must agree to participate in mediation . — You will not be able to go to mediation if your case is gender violence
7	<p>You can:</p> <ul style="list-style-type: none"> — Receive information on whether you can access a lawyer for free and what requirements you need to meet for it. — You can apply for a lawyer to assist you for free when they inform you about your case, in the victim assistance offices or the Bar Association.
8	<p>You have the right to:</p> <ul style="list-style-type: none"> — Have some of the expenses you have had for participating in the trial returned.
9	<p>You have the right to:</p> <ul style="list-style-type: none"> — That the goods that have been retained for the duration of your case be returned to you — They will not be able to return your goods if they are necessary to solve your case.
10	<p>You have the right to:</p> <ul style="list-style-type: none"> — Participate in the criminal process of your case, — Accused assisted by a lawyer — Go to the authorities to provide the evidence or information that you consider important.
25	<p>If you are Spanish, habitual resident, EU citizen or tourist, and have been the victim of a violent and intentional crime of serious injuries (physical or psychological) or death, you have the right to:</p> <ul style="list-style-type: none"> — Receive compensation from the State — State will pay compensation for damages suffered before the case is resolved — You have 1 year to request compensation, starting from the date of the crime or the date of the sentence.

Table 16: Information for all victims that fall to violent or against sexual freedom crime

ID	Information for victims that fall to violent or against sexual freedom than reside in another EU country
25	<p>If you are Spanish, habitual resident, EU citizen or tourist, and have been the victim of a violent and intentional crime of serious injuries (physical or psychological) or death, you have the right to:</p> <ul style="list-style-type: none"> — Receive compensation from the State — State will pay compensation for damages suffered before the case is resolved — You have 1 year to request compensation, starting from the date of the crime or the date of the sentence.
26	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter
27	<p>You have the right to:</p> <ul style="list-style-type: none"> — Report what has happened to you in Spain in your country .

	<ul style="list-style-type: none"> — You can participate in the trial through videoconference, without having to come to Spain . — If you have to return to Spain to testify You can ask them to refund your travel and accommodation expenses.
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Table 17: Information for victims that fall to violent or against sexual freedom crime that reside in another EU country

ID	Information for victims that fall to violent or against sexual freedom crime that reside outside the EU
26	<p>You have the right to:</p> <ul style="list-style-type: none"> — Receive information and assistance just as if you were a national of this country. — Have your case documents translated and interpreted for you — Report what has happened to you in Spain with the help of a Translator and interpreter

Table 18: Information for victims that fall to violent or against sexual freedom crime that reside outside the EU

3.6. Information for victims that fall to sexual assault crime

ID	Information for all victims that fall to sexual assault crime
29	<p>If you are Spanish, habitual resident, EU citizen or tourist, you have the right to:</p> <ul style="list-style-type: none"> — Receive compensation — If you have suffered psychological damage, you will be paid the costs of the treatment you choose — If you have suffered physical damage or death occurs, you will be entitled to aid provided for violent crimes — You have 1 year to request this aid from the date of the crime or from the date of conviction . — If you are not a resident, you can request aid at the State you reside.
30	<ul style="list-style-type: none"> — Whether you report or not, you have the right to receive psychological and medical support and care as you decide . — It is important that you go quickly to a medical centre to receive the necessary emotional support and record the evidence you have of the Assault .-- The first hours after the sexual assault are crucial to obtain clues that guarantee the optimal result of the investigation. And if you suspect that the aggressor has supplied you with a drug or toxic, they will do the pertinent tests. - In cases of rape and sexual assault, the only objective tests are DNA samples. In the case of sexual abuse through chemical submission, the first hours are key to detect certain substances in the victim's body. Therefore, we recommend that you do not wash, shower or change your clothes and that, in case of oral violation, do not eat food or drink before going to a medical centre . — The emergency medical service of A reference in the city of Barcelona is the Hospital Clínic de Barcelona. Emergency Service. Villarroel, 170, 08036 Barcelona. Tel .: 932 275 400. Ext .: 2137 . — If you are in the hospital and decide to report it, the hospital will be responsible for sending the report of injuries to the corresponding on-duty court and will be responsible for notifying the police or Mossos d ' Esquadra and the coroner. You

	<p>can also file the complaint directly at the nearest police station or on-duty court. In the latter case, you must take the medical report .</p> <ul style="list-style-type: none"> — If you are in the hospital and do not want to report it, the hospital is obliged to inform the judicial authorities of any sexual assault, with or without your consent, but that does not imply the beginning of a judicial procedure . — Only the complaint will imply the initiation of a criminal procedure against the aggressor. The criminal procedure can be harsh and does not ensure a ""fair"" sentence for the aggressor, but it is the only way to combat it and avoid impunity. <p>- When it comes to filing the complaint, remember that you have the right to receive legal aid in the police and judicial offices. We recommend that you request it so that a lawyer can ensure the smooth running of the process. You also have legal entities and specialized services with extensive experience in sexual assaults: http://ajuntament.barcelona.cat/bcnantimasclista/ca/serveis-datencio.</p> <ul style="list-style-type: none"> — If you find yourself in an irregular administrative situation, you also have the right to have free access to emergency health services, to have an interpreter and, if you decide to report, also.
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Table 19: Information for all victims that fall to sexual assault crime