



INSTITUTO NACIONAL DE ESTATÍSTICA
STATISTICS PORTUGAL

QUALITY CHARTER

5th Edition

20
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TECHNICAL DATA SHEET

Title

Quality Charter 2019

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Instituto Nacional de Estatística, I.P.

Institutional Information | Ethics and Policies

ISSN 0871-8741
ISBN 978-989-25-0466-7

Legal deposit: 47984/91

Statistics Portugal on the Internet
www.ine.pt



218 440 695

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INSTITUTO
NACIONAL DE
ESTADISTICA

// Statistics Portugal

is the central body for the production and dissemination of official statistics in Portugal

It ensures the technical and scientific supervision and coordination of the National Statistical System, within a framework of technical independence, exigence and growing statistical needs of a society in permanent change, in which statistical information is essential for economic and social development.

The "Quality Charter" formalises the public commitment undertaken by Statistics Portugal regarding the quality and credibility of the official statistics it produces and disseminates and the public service it provides to the whole society, making it clear to information providers, users of statistical information and all interested citizens.

This public commitment is based on the dedication of all those who carry out their professional activity at Statistics Portugal, who know and are aligned with the established MISSION and VISION, and whose professional performance is guided by the VALUES established by Statistics Portugal for the respective activity of producing official statistics.

Statistics Portugal's Quality Charter is a dynamic document, open to society's growing demands regarding statistics and to the innovations offered by Statistical Science and Information and Communication Technologies. Accordingly, this revision, by

assuming the new version of the European Statistics Code of Practice (2017 Edition), realigns the Mission, Vision and Values, having 2022 as time horizon, and aligns Statistics Portugal's commitments with the strategy that will mark its activity in the coming years regarding innovation challenges: a path in which digital information becomes increasingly relevant in the statistical production process, either through the growing appropriation of administrative data or other sources, or through the adoption of more technologically efficient and automated data collection processes.

Data integration becomes a keyword in Statistics Portugal's strategy, materialised in the development of the National Data Infrastructure. This will allow to make the most of the (growing) pool of available data, without jeopardising its security and respecting the privacy of those who provide their data. Technological innovation, the integration of data from multiple sources for statistical purposes and the provision of statistical information with greater added value to society shall be the main focus of Statistics Portugal's activities, in line with national and European strategies. The present version of this Quality Charter shall guide Statistics Portugal's activity as long as the commitments undertaken now remain valid.

January 2019

Statistics Portugal

Legal and Ethical Framework

Statistics Portugal is a public institute under a special regime, part of the State's Indirect Administration, endowed with administrative autonomy and inserted in the organic structure of the Presidency of the Council of Ministers. Headquartered in Lisbon, it operates throughout the country, with delegations in Porto, Coimbra, Évora and Faro. In the autonomous regions, as regards the production of nationwide statistics, the Regional Statistical Service of the Azores and the Regional Directorate of Statistics of Madeira are equivalent to delegations of Statistics Portugal. Statistics Portugal's activity is framed by its own legal framework, at national and European level.

National Legal Framework

Within the national legal framework, the Statistics Portugal's activity is governed by the following diplomas: Law no. 22/2008, of 13 May - National Statistical System Law; Decree-Law no. 126-A/2011, of 29 December - Organic Law of the Presidency of the Council of Ministers; Decree-Law no. 136/2012, of 2 July - Organic Law of Statistics Portugal; Ordinance no. 423/2012, of 28 December, amended by Ordinance no. 120/2014, of 9 June - Articles of Association of Statistics Portugal.

The National Statistical System Law

Fundamental principles

Statistical authority	Technical independence	Statistical confidentiality
Mandatory and free provision of information to statistical authorities for the production of official statistics. Use of information provided to statistical authorities for statistical purposes only. Use of the appropriation of administrative data for statistical purposes so as not to overburden the information providers with the completion of surveys.	Autonomous production and dissemination of official statistics with the power to define statistical methods, standards and procedures as well as the content, form and timing of dissemination.	Confidential nature of individual data collected for statistical purposes, which may not be disclosed to third parties. Breach, whether intentional or not, is severely sanctioned by law as a very serious offence. Where this breach also involves a breach of the duty of professional secrecy, it implies disciplinary and criminal liability.

Quality

Official statistics must comply with national and international statistical quality standards, applying planning and control procedures that involve the systematic and continuous monitoring of all statistical products produced and disseminated.

Statistical accessibility

Make available and disseminate the results of statistical activity, without prejudice to the respect for statistical confidentiality, accompanied by the respective metadata and in an integrated, objective, timely and punctual manner.

The provision of official statistics, as a public good, tends to be free of charge.

Cooperation between statistical authorities

The statistical authorities shall develop ways to collaborate and leverage synergies for the full accomplishment of their tasks within the National Statistical System.

European legal framework

Within the European legal framework, the Statistics Portugal's activity is governed by the following instruments:

// Regulation (EC) no. 223/2009 of the European Parliament and of the Council of 11 March on European Statistics, as amended by Regulation no. 759/2015 of the European Parliament and of the Council of 29 April, which established the legal framework of the European Statistical System and regulates the development, production and dissemination of European statistics, under which statistical authorities also govern their activity.

// Sector-specific and cross-cutting European regulations.

// General Data Protection Regulation (Regulation (EU) 2016/679 of 27 April).

// European Statistics Code of Practice (ESCP), 2017 version (2nd revision of the Code of Practice, first adopted in 2005), which results from the agreement between Member States, adopted by the European Statistical System Committee. It consists of a self-regulatory instrument, which develops the principles laid down in Regulation no. 223/2009 of 11 March and has the following fundamental objectives: i) to improve trust in the European statistical authorities by reinforcing their independence, integrity and liability; and ii) to strengthen the quality of the statistics they produce. It is based on 16 principles covering the institutional framework, statistical processes and statistical production. A set of standards and indicators of best practice for each of the principles provides benchmarks against which implementation of the Code can be assessed and adds transparency to the European Statistical System.

The European Statistics Code of Practice

Principles

Institutional Framework

1. Professional independence
- 1 bis. Coordination and cooperation
2. Mandate for data collection and access to data
3. Adequacy of resources
4. Commitment to quality
5. Statistical confidentiality and data protection
6. Impartiality and objectivity

Statistical Processes

7. Sound methodology
8. Appropriate statistical procedures
9. Non-excessive burden on respondents
10. Cost Effectiveness

Statistical Production

11. Relevance
12. Accuracy and reliability
13. Timeliness and Punctuality
14. Coherence and comparability
15. Accessibility and clarity

Statistics Portugal has adopted the European Statistics Code of Practice, in which its Values are embedded, and is committed to complying with it.

The 2017 edition of the Code of Practice aims to integrate the most recent changes and innovations in the development, production and dissemination of official statistics in the European Statistical System and globally, namely the emergence of new data sources, new technologies, the modernisation of the legal framework and the results of peer reviews of their implementation by EU Member States.

Statistics Portugal's Mission

Under the terms of the strategic documents framing statistical activity at national and European level, Statistics Portugal assumes a more focused wording in its Mission Statement (anchored in the current Mission and tasks established in its Organic Law), which better allows for understanding the path it is following as a central statistical authority.

The mission of Statistics Portugal is to produce, in an independent and impartial manner, high-quality official statistical information, relevant for society, promoting the coordination, analysis, innovation and dissemination of the national statistical activity, ensuring the integrated storage of data.

Statistics Portugal's mission is very demanding and its activity is subject to permanent evolution and public scrutiny. To remain relevant, statistical information must follow the constant changes to which

society is subject, identifying new needs and making choices which impact on information providers and users must be measured at all times.

Statistical operations are conducted in accordance with scientific and technical methodologies and internationally established standards, which guarantee their quality. Their results, the statistics, should be made available simultaneously to the whole Society.

The Vision of any organisation is the expression of its ambition within a certain time horizon, thus implicitly defining the path it must follow to achieve it.

Statistics Portugal's Vision

Statistics Portugal therefore revises its Vision statement:

Statistics Portugal as an independent and credible Statistical Authority, developing methodologically advanced statistical processes, using technological innovation, data science, integration of multiple sources for statistical purposes,

respecting the confidentiality of citizens and entities, and providing valuable statistics to society for better knowledge, research and decision-making.

Statistics Portugal's Values

For an organisation to fulfil its Mission and accomplish the Vision it has set itself, its employees must share and adopt Values that reflect a collective way of thinking and acting.

With this purpose, and keeping the alignment with the European Statistics Code of Practice, Statistics Portugal guides its action in the production of official statistics according to the following Values:

- // Professionalism, ethics and respect for confidentiality.**
- // Technical independence, objectivity and impartiality.**
- // Development of human resources and of new skills.**
- // Commitment to quality.**
- // Creativity, innovation and continuous improvement of processes.**
- // Respect for data source holders.**
- // Successful partnerships with external entities.**
- // Meeting differentiated statistical needs.**



// Our commitments...

By ensuring the quality of the service it provides, Statistics Portugal guarantees the privacy of all information providers, ensuring the absolute confidentiality of the respective information and its use only for the purpose of producing official statistics.



Regarding the security of information

These practices and methods act as barriers based on the architecture defined for the technological infrastructure and prevent and limit access to data, protecting them from destruction, loss, accidental or illicit alteration and allowing the traceability of all accesses.

For this reason, it incorporates in the statistical production process a set of practices and methods designed to ensure the security of information and the confidentiality, integrity and availability of the data it collects.

In the case of individual data of natural persons, these practices and measures also make it possible to meet the requirements arising from the legal rules governing the protection of personal data and the defence of privacy, namely the Constitution of the Portuguese Republic and the General Data Protection Regulation (Regulation (EU) 2016/679, of 27 April) and other legislation applicable in this area.

On 25 May 2018 and in the context of the application of the General Data Protection Regulation, Statistics Portugal appointed a Data Protection Officer responsible for ensuring the protection of personal data used for statistical purposes.

His/her tasks include providing information and advice to Statistics Portugal, in its capacity as data controller, and to all its employees who process personal data, on their obligations in this respect. He/she also acts as the contact point for all information providers who wish to clarify or ask questions regarding the processing of their personal data for statistical purposes, and as the contact point for the national authority (National Commission for Data Protection).

Statistics Portugal undertakes to:

// Continuously verify the availability and effectiveness of procedures, components and services necessary to fulfil the tasks of producing official statistics;

// Ensure the confidentiality, integrity and availability of information at all stages of the statistical production process;

// Comply with legal requirements and other relevant national, European and international standards on information security;

// Take into account the information security objectives and specifications of the European Statistical System, as well as national, European and international information infrastructures;

// In the specific context of personal data protection, appropriate communication channels are available to facilitate communication and the clarification of questions, provided by the Data Protection Officer (contact form or functional email box^[1]).

^[1] https://www.ine.pt/xportal/xmain?xpgid=prot_dados_2018&xpid=INE&lang=en
or Enc.protecaodados@ine.pt

Statistics Portugal reiterates the fundamental importance of information providers - citizens and private and public institutions - for the production of official statistics.

The confidentiality of the information it collects from information providers is a fundamental principle in the exercise of its activity, embodied in the public commitment undertaken in the Statistical Confidentiality Policy (which integrates the Information Management and Security System) in the protection - at all stages of the statistical process - of individual data collected for statistical purposes. The Statistical Confidentiality Policy explains the rules for safeguarding the statistical confidentiality

of all data collected for the production of official statistics through surveys, censuses or other operations or taken from administrative sources.

Statistics Portugal increasingly uses advanced data collection solutions and intensifies the appropriation of administrative data for statistical purposes, seeking to reduce the statistical burden on information providers.

Statistics Portugal undertakes to:

// Collect information from information providers only when this information is indispensable for the production of official statistics;

// Use the data it collects exclusively for statistical purposes;

// Ensure the containment of the overall burden on information providers, generated by the surveys, namely through an integrated analysis of all operations and the opinions, complaints and suggestions presented by them;

// Guarantee the confidentiality of individual data, collected from natural and legal persons and similar entities (directly through statistical surveys or from administrative sources), safeguarding them from non-statistical use or unauthorised disclosure;

// Support information providers by providing them with all the necessary clarifications on how to fill out the questionnaires sent to them, through the contacts made available on its portal, namely telephone numbers and functional email boxes;

// Continue to make alternative response modes available so that information providers can choose those that best suit their characteristics, particularly in terms of infrastructure and timetables;

// Raise awareness of information providers on the indispensability of their response in the production of national official statistics;

// Promote a culture of rigour, with information providers, on the response to their surveys;

// Raise awareness among administrative data holders of their potential importance for the production of official statistics, by making it possible to reduce costs and the burden on information providers through data integration;

// Ensure that interviewers are properly prepared and identified with the Statistics Portugal's Card;

// Extend statistical information feedback to information providers so that they better understand the results and consequences of their collaboration with Statistics Portugal.

The orientation towards meeting current (and prospective) user needs is one of Statistics Portugal's Values. Statistics Portugal therefore develops actions aimed at:

- i) the identification of these needs;
- ii) their integration in the Activity Plan;
- iii) the provision of products and services, within the framework of the Principles of the European Statistics Code of Practice.



Regarding the
relationship with
Users

Statistics Portugal undertakes to:

- // Produce statistical information based on reliable data and on solid methodologies, recognised nationally and internationally;
- // Produce statistical information relevant for society, which meets users' needs, both in new areas of interest and in new forms of accessibility;
- // Improve the functionalities for access to statistical information through the Official Statistics Portal and continuously extend the statistical information available therein, namely at the level of new themes of interest and territorial disaggregation;
- // Ensure the timeliness of the statistical information disseminated, reducing to the minimum technically possible the time lag between the reference time of the data collected and that of the release of the respective statistics;
- // Disseminate coherent and comparable official statistical information in spatial and temporal terms, based on common concepts and nomenclatures;
- // Promote statistical literacy through the development of products accessible to all users and using simple and clear language;
- // Ensure and stimulate access to official statistical information in the form of anonymised micro-data, to duly accredited researchers, within the scope of specific scientific projects.

Revision of the statistical data released

The quality of statistical information encompasses several dimensions, among which accuracy and topicality stand out. Both are essential if statistical information is to be relevant to users.

The need for revisions often reflects the not always easy commitment between, on the one hand, disseminating statistical information that is as up-to-date as possible and, on the other hand, ensuring high standards of accuracy and precision.


The introduction of methodological improvements, the updating of statistical conventions, the introduction of more up-to-date basic information, the introduction of additional information, the detection of accidental errors associated with mistakes in the use of information sources or in data processing, may give rise to the revision of results already released.

Revisions are thus a natural procedure inherent to the very process of producing and disseminating statistics.

Therefore, Statistics Portugal has established a Revisions Policy, which defines the guidelines and principles that should underlie the revision of results already released. It sets out the determinants for conducting a revision, the types of revisions, the dimensions that should guide the analysis of a revision and the general and operational principles associated with them.

**Statistics Portugal
undertakes to:**

- // Minimise error situations in the information provided;
 - // Publish revised data as soon as possible, accompanied by explanatory information on the reasons and criteria for the revisions made;
 - // Internalise the revisions made to the statistical compilation processes;
 - // Regularly listen to users regarding the practice of revisions as part of the quality assessment of statistics.
-



Regarding the dissemination of statistical information

Statistical information is an essential asset in today's societies, constituting an indispensable tool to support the most relevant decision-making processes, both in the public and private sphere, and to carry out analysis and research studies.

Statistical information is thus of interest to public and private entities, political agents, economic agents, analysts and the academic community, also providing the entire population with a more conscious experience of their citizenship.

It is through dissemination, which is a fundamental phase of statistical activity, that the full accomplishment of the Mission of statistical authorities is achieved and made visible.

In the Dissemination Policy it has established, Statistics Portugal explains the fundamental principles to which the dissemination of official statistics, produced directly or indirectly under its responsibility, complies, having as reference the applicable

fundamental principles of the National Statistical System and of the European Statistics Code of Practice: technical independence, statistical confidentiality, impartiality and accessibility.

The Official Statistics Portal (www.ine.pt) is the main means of disseminating statistical information and the official statistics are published there first hand. The Official Statistics Portal is dynamic, being systematically extended in terms of contents and functionalities, in accordance with national and international requirements and guidelines, namely regarding accessibility by citizens with special needs.

**Statistics Portugal
undertakes to:**

// Make available free of charge all the information contained in the Official Statistics Portal;

// Make official statistical information available in an objective, timely and punctual manner, accompanied by the respective statistical metadata and, possibly, other information to facilitate interpretation;

// Make official statistical information available in a pre-announced schedule established on the basis of exclusively technical-regulatory criteria and taking into consideration the quality / topicality commitment;

// Publish, as far in advance as possible, changes to the dissemination calendar and their justification, keeping the original calendar accessible;

// Publish, justify and explain revisions to previously released information as well as disseminate the revised figures on the Official Statistics Portal, and in publications released in traditional formats;

// Provide ways to access official statistical information, as far as possible, according to the convenience and needs of users;

// Make available free of charge other information not disseminated on the Official Statistics Portal, which does not require specific calculations;

// Have a price list for making available information that requires specific calculations.

Regarding the provision of publications and other information dissemination products

The constant modernisation of information and communication technologies, the intensification and generalisation of their use, the speed of modern life and the rationalisation of costs justify the progressive reduction of publications published on paper and the availability of publications and other products in digital format that more effectively meet the needs of our users.

Statistics Portugal's publications, regardless of their edition format, are also available, free of charge, on the Official Statistics Portal.

**Statistics Portugal
undertakes to:**

// Enable the acquisition of publications published on paper and/or electronic media directly at the Headquarters, in Lisbon, and at the Porto, Coimbra, Évora and Faro Delegations, within 3 working days from the date of receipt of the request;

// Communicate, within a maximum of 2 working days, situations in which, for any reason, it is not possible to meet the established deadline (indicating the new delivery date) or in which the requested publication is not available;

// Practicing sales prices of publications that only incorporate publishing costs.

Regarding the response to requests for statistical information

In order to provide a clear and adequate response to user requests, Statistics Portugal has two main structures available: "Customer Support" and "Media Support". The greater or lesser speed of response depends on the nature/extent of the information requests formulated.

Statistics Portugal

undertakes to:

// Respond to requests for free information, as a rule, within a maximum of 2 working days after receiving the request;

// Communicate, in the case of information that is not free of charge, and as a rule within a period not exceeding 5 working days, the respective budget and conditions for making the information available, as well as the number of days required to satisfy the request after acceptance of the budget;

// Inform the customer, in a timely manner, in those exceptional situations where it is not possible to meet the established deadline, simultaneously communicating the new date for sending the information.



Regarding the
welcoming and public
service

In all circumstances and as a public service provider, Statistics Portugal provides a professional, efficient, impartial and personalised service to all those who contact it, whether information providers, users or other stakeholders.

Statistics Portugal undertakes to:

// Have in all facilities (Headquarters and Delegations) the necessary signs to guide the circulation of visitors;

// Display, in a visible place, the opening hours, as well as the organisational chart with the Organic Units and respective directors;

// Maintain appropriate areas for receiving, welcoming and attending visitors;

// Identify all Statistics Portugal's workers and employees who deal with the public, either in person or by telephone;

// Welcome and attend in a professional manner, as a rule within a maximum of 5 minutes, all persons addressing you personally;

// Immediately direct requests received by telephone to the appropriate Organic Unit for their satisfaction.

Regarding the management of Suggestions and Complaints

Statistics Portugal has a Suggestions and Complaints System, through which suggestions and complaints received are recorded, forwarded and dealt with. This system is aimed at the provider and user of statistical information and at any citizen addressing Statistics Portugal. This system facilitates the exercise of the right to complain and to make suggestions, understood by Statistics Portugal as a constructive expression of quality improvement regarding products and/or services provided.

**Statistics Portugal
undertakes to:**

// Make available, in the Official Statistics Portal, an accessible space for direct dialogue that allows the submission of suggestions and complaints;

// Maintain the Complaints Book in Statistics Portugal's Libraries and at the Reception Offices of its premises (Headquarters and Delegations);


// Reply, as a rule, within a maximum of 5 working days after receiving them, to all suggestions or complaints sent to it, regardless of how they are formalised, provided that the author properly identifies himself/herself and provides the indispensable information for the analysis and preparation of the reply;

// Justify the delay and indicate the probable date of response, in situations that by their complexity require a longer period of time;

// Deal properly with all suggestions and complaints received in accordance with the established Internal Procedure, which has as its reference the Portuguese standard NP ISO 10002:2007 (Quality Management/Customer Satisfaction/Guidelines for handling complaints in organisations);

// Study and adopt the appropriate measures to follow up suggestions and complaints considered pertinent and feasible.

// Protect the individual information related to the authors of suggestions and complaints, using it exclusively for its processing.



Regarding the
assessment of the
level of satisfaction
with Statistics
Portugal's activity

The satisfaction assessment regarding Statistics Portugal's activity provides knowledge on the perception that users and information providers have of the institution, at present and in the future, of the statistical information, the technicians, the products made available and the services provided, making it possible to outline actions aimed at adapting and improving the service provided according to their needs.

Statistics Portugal undertakes to:

// Assess users and information providers' satisfaction according to internal procedure and with reference to ISO Standard 10004:2012 - Quality management - Customer satisfaction - Guidelines for monitoring and measuring.

// Regularly conduct user satisfaction surveys regarding the statistical information products made available and the services provided;

// Regularly conduct satisfaction surveys with information providers regarding the services provided;

// Conduct occasional satisfaction surveys for specific user groups;

// Carry out, whenever justified, other types of actions and studies that allow the satisfaction of users and information providers to be assessed;

// Adopt management measures appropriate to the results arising from the satisfaction assessment.

Regarding the Human Resources Management

Statistics Portugal recognises that the production of official statistics of excellence is only possible through the existence of a human resources management that plays a fundamental role in the development of quality processes, being a key element as a promoter of organisational performance in all its aspects.

To achieve this level of quality, it promotes an organisational culture focused on the technical competence and commitment of its employees and on constantly updating their knowledge as fundamental values for the organisation and for their professional and personal development.

Statistics Portugal undertakes to:

//Privilege technical autonomy, individual liability and teamwork;

//Positively leverage the knowledge and skills of its employees, continuing to promote the acquisition of new skills, seeking to keep its employees at the cutting edge of knowledge in the areas where they carry out their activity;

//Encourage internal mobility as a way of diversifying tasks and acquiring new knowledge;


//Recognise (using all measures within its reach) the level of performance of its employees, seeking to meet the expectations of their progression in a career which is recognised as being highly specialised and of a high technical and scientific level;

//Promote the integration of new technicians through the attendance of a specific training course in which, besides the acquisition of new knowledge, the more experienced technicians pass on their valuable professional experience;

//Continue to develop actions that ensure the conciliation of good professional performance with personal well-being through integrated programmes - of occupational health and safety - that

develop a holistic vision of physical and mental risks and a preventive approach that promotes, when necessary, with corrective measures the creation of healthy environments;

//Promote conciliation between family and personal life and professional life, allowing the use of specific schedules and teleworking regime, whenever it is deemed appropriate and possible.



Regarding the cooperation with External Entities

Strengthening cooperation with external entities and sharing knowledge through effective partnerships are essential to fulfil Statistics Portugal's goals and Vision for 2022.

Statistics Portugal contributes to strengthening the visibility and international projection of Portugal through an active participation within organisations such as the European Union, the United Nations, the OECD (Organisation for Economic Cooperation and Development) and the CPLP (Community of Portuguese-Speaking Countries), as well as through its participation in development cooperation, particularly with Portuguese-speaking countries.

Statistics Portugal represents Portugal in the “Statistics” Working Group of the Council of the European Union, in the European Statistical System Committee, in the plenary session of the United Nations Statistical Commission, in the Conference of European

Statisticians of the United Nations Economic Commission for Europe, in the OECD Statistics Committee, as well as in various committees and working groups created as part of the activities of these organisations.

A large part of the official statistical production, developed by Statistics Portugal and other national statistical authorities, is subject to European legislation, responding to the information needs for formulating, monitoring and assessing European Union policies.

European statistics have a legal framework in regulation no. 223/2009 of the European Parliament and of the Council, and the specific requirements are the harmonisation and quality of European statistics.

The European Statistics Code of Practice further develops the statistical principles set out in regulation no. 223/2009, constituting the common quality reference framework of the European Statistical System.

Statistics Portugal is responsible for coordinating, at national level, the development, production and dissemination activities of European statistics, and is the sole interlocutor of Eurostat. In this framework, it cooperates closely with the members of the European Statistical System and the European System of Central Banks, as well as other interested entities.

At global level, the growing demands regarding the availability of comparable and quality statistics, which urgency has become more acute within the scope of the implementation of the Sustainable Development Goals of the United Nations 2030 Agenda, have been making the role of Statistics Portugal in international relations and in the national coordination of these processes increasingly important.

Statistics Portugal has also played a key role in cooperation for the development of statistical systems in other countries, particularly Portuguese-speaking countries, in compliance with its mission and within the scope of the priorities of the national cooperation policy.

The new challenges faced by official statistical activity, within the scope of globalisation, the digital revolution, artificial intelligence and data science, give increased importance to Statistics Portugal's cooperation with external entities and to the establishment of new partnerships for the continuous improvement of the statistical products that Statistics Portugal makes available in the fulfilment of its public service mission.

Statistics Portugal undertakes to:

-
- // Cooperate with partners in the European Statistical System (Eurostat, Statistics Institutes and other statistical authorities of the Member States) as well as with other external entities, such as the scientific community, in order to enhance the capacity of the European Statistical System to respond in an effective and innovative way to growing user needs for information;
 - // Seek synergies with partners in the European Statistical System, including through participation in European collaborative networks, with a view to optimising the production of European statistics and reducing the burden on information providers;
 - // Meet the highest international statistical standards and contribute to the development of new statistical standards by actively participating in the relevant structures of the United Nations and the Organisation for Economic Cooperation and Development;
 - // Seek new approaches and partnerships with other entities, both at national and international level, with a view to fostering innovation in the production of official statistics, returning relevant statistical information to society for decision-making;
 - // Promote articulation with relevant national and international entities, with a view to ensuring the statistical monitoring of national implementation of the Sustainable Development Goals under the United Nations 2030 Agenda;
 - // Contribute to the statistical systems of other countries, in particular the Portuguese-speaking countries, strengthening cooperation with homologous entities, within the scope of the priorities of the national cooperation policy.

contacts

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Library | Headquarters

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