

4. Interested Parties

4.1 Users

<i>A Variety of Users</i>	<p>The users justify the existence of Statistics Denmark. The great variety of users have very different needs for statistics. Some statistics are of interest to a small minority of the population. Others have such great importance to society that they are continually of interest to the media, politicians and economic analysts. They have become pivotal to the functioning of society. This applies to statistics on:</p> <ul style="list-style-type: none">• Employment and unemployment• The balance of payments and foreign trade• The national accounts and economic growth• Prices and inflation• Earnings and incomes• Economic expectations of enterprises and consumers• The environment• Population trends and health
<i>User-Orientation</i>	<p>Statistics Denmark is user-oriented. This does not change whether the users are from influential users' groups or are individual citizens. Being user-oriented means, among other things:</p> <ul style="list-style-type: none">• That the production of statistics is adapted to current and future needs of the users.• That the dissemination of statistics is organised according to user needs.• That we actively seek information on user needs, recognising that they differ widely and are constantly changing.• That we carry out a variety of surveys to assess user satisfaction.
<i>User Groups</i>	<p>Statistics Denmark has divided users into six main groups. They are:</p> <ul style="list-style-type: none">• The State, which includes the central administration and state institutions.• The research sector, which includes universities and other institutions of higher education and sector-based research institutions.• The local authorities, which include counties and municipalities.• The business community and organisations, which include enterprises, labour market organisations and other private organisations.• The general public, which includes the media, libraries, institutions of education (excluding institutions of higher education) and ordinary citizens.• EU and other international organisations. <p>These six categories can also be sub-categorised. Sub-divisions of user groups are used to analyse in detail the need of each segment for statistics and for different methods of disseminating the statistics.</p>
<i>Customers</i>	<p>The sub-division of user groups is also used to monitor our customers. Customers are users who pay for our services. The sub-division is used by Statistics Denmark in our customer database, in surveys of customer satisfaction and in analysing Statistics Denmark's revenues by customer groups. Fact 3 in appendix 4 shows the financial importance of the various customer groups.</p>
<i>The Advisory Committees</i>	<p>According to the Act on Statistics Denmark, section 3, the Board can appoint advisory committees. The Board has appointed 6 advisory committees with representatives from various user groups and data suppliers. Committees have been set up for the</p>

following statistical areas: social statistics, business, agriculture, economics, energy and the environment, and on research.

The main tasks of the advisory committees are to advise on the annual work programme and all other general aspects of Statistics Denmark's work. The advisory committees work within the following areas:

- Strategies for the development of statistics
- The discussion and evaluation of existing statistics
- New statistics and large scale changes to existing statistics
- Dissemination issues
- Methods of data collection
- Prioritising issues

The role of the committees will grow as committee members are involved in frequent user-satisfaction surveys.

4.2 Data Suppliers

<i>Necessary Information</i>	Statistics Denmark is unable to process a single statistic without relevant information from data suppliers, who therefore play a crucial role in the production of statistics.
<i>The Act</i>	<p>Both the Act on Statistics Denmark and EU legislation, legally oblige public authorities and private enterprises to submit on request, information to Statistics Denmark.</p> <p>The Board decides which information needs to be collected, in which context and by which means. The Board is under obligation to follow EU regulations.</p> <p>According to section 6 of the Act on Statistics Denmark, public authorities and institutions are obliged to submit on request the information they possess to Statistics Denmark.</p> <p>If a company refuses to provide information on time, or provides grossly inaccurate information, the company can be fined under the Act, section 13. If companies fail to meet their deadlines on submitting information on foreign trade between EU member states (INTRASTAT), those companies will be charged an administration fee.</p>
<i>Policy on Data Suppliers</i>	Statistics Denmark gives high priority to good working relationships with suppliers, ensuring that we receive information of the highest quality as quickly as possible. We also aim to reduce the costs to suppliers as much as possible. Consequently, in 1997 Statistics Denmark adopted a data supplier policy ⁶ . This policy covers both the service available to data suppliers, and initiatives to limit the costs to them (this is called the response burden).
<i>Data Supplier Service</i>	<p>The data supplier service ensures that Statistics Denmark provides the best service to data suppliers and that all surveys are carried out with common principles in mind. The policy describes the following initiatives regarding both private and public data suppliers (they are together called the enterprises):</p> <ul style="list-style-type: none">• Enterprises will be informed clearly of reasons why data is needed, to motivate them to provide it. This means that information sheets must be produced for all surveys.

⁶ The data supplier policy is described in the brochure "The Burden Imposed on Enterprises in Reporting Data to Statistics Denmark".

- Questionnaires are designed to be user friendly, with clear instructions and a common format, so that they are immediately associated with Statistics Denmark (seen to be an essential and trustworthy institution).
- All enquiries from enterprises will be handled quickly, comprehensively and in a friendly manner. When surveys require numerous telephone enquiries, Statistics Denmark will set up a special telephone answering service.
- In most cases enterprises will receive a report on the results of the survey to which they have contributed. This may be in the form of documents with specially processed statistics, or in the form of written articles from Statistics Denmark.
- Enterprises participating in compulsory surveys are treated equally by Statistics Denmark. When there is an obligation to report information uniform reminder procedures will in principle apply to all enterprises. Similarly, uniform procedures apply for cases referred to the police with a view to punishing the enterprise by fine.

The Response Burden We aim to reduce the response burden for enterprises as much as possible. However, it must be understood that Statistics Denmark is legally bound to carry out the majority of its surveys. Appendix 4, fact 1 shows that the greater part of the response burden is subject to EU legislation.

There is a natural conflict of interests between enterprises wishing to minimise their response burden, and users – for example the state and the business community – who need information to help them further economic and business developments.

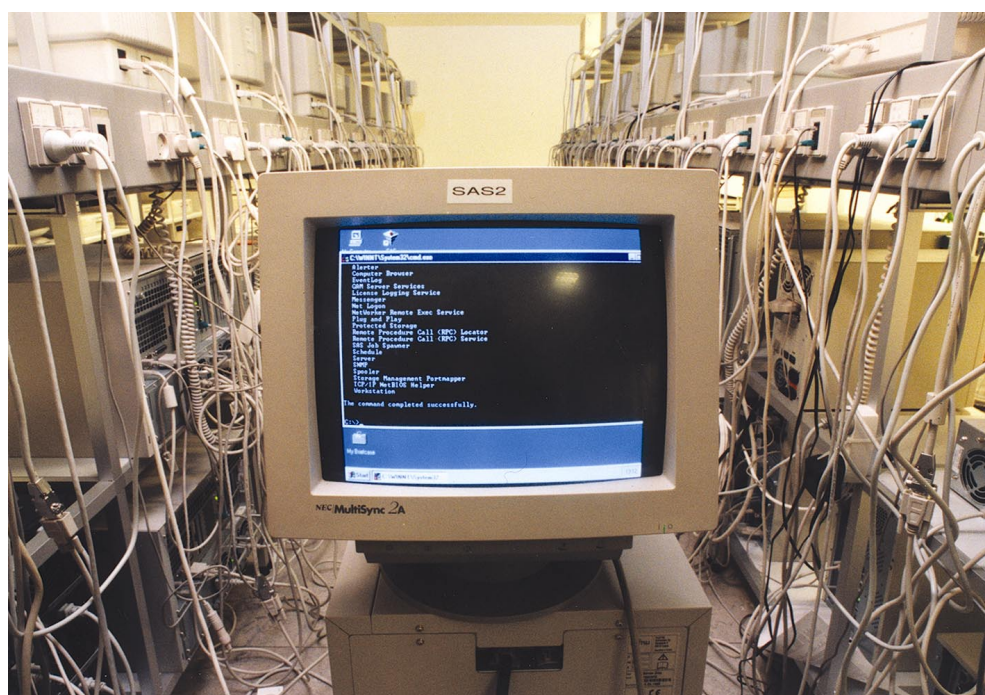
In order to lower the response burden, Statistics Denmark:

- Carefully weighs up the needs of the users for the statistics, against the response burden on the enterprise.
- Endeavours to provide information from existing administrative registers rather than sending questionnaires to the enterprises.
- Urges public authorities to coordinate the collection of information from enterprises – taking into account statistical needs.
- Develops opportunities for enterprises to submit information electronically.
- Ensures that the number of enterprises in sample surveys is never greater than necessary, and that smaller enterprises are either omitted from these samples altogether, or have minimal representation.

Measurement of the Response Burden With the assistance of various trade organisations Statistics Denmark has developed an instrument to measure the time in which enterprises are involved in reporting to Statistics Denmark, see fact 4 in appendix 4.

Objectives In the years to come Statistics Denmark will increase its initiatives to improve data supplier policy through:

13. *Electronic reporting.* Together with other public authorities, Statistics Denmark is enhancing the opportunities for enterprises to submit information electronically. We are focusing our efforts on the development of electronic data input pages which can be sent via the Internet, as well as electronic data interchange (EDI) solutions.
14. *Advance notice.* Those enterprises selected to provide statistical information will be given advance notice of the surveys they will be asked to complete during the following year. This will allow them to gradually register the information throughout the year, lessening the work involved for this purpose.
15. *Adapting to the Euro.* Statistics Denmark will adapt questionnaires, guidelines and computer programmes so that enterprises can submit information on such areas as accounts, in Euros, if they so wish.
16. The results of these initiatives should lead to a *reduction of the response burden* for all existing statistics.



4.3 Confidentiality and Data Security

The Act on Personal Data Protection

The information received from data suppliers is stored in the computerised statistical registers. If the registers contain information on individuals, they come under the Act on personal data protection of 2000. The Act determines rules on the handling of information on individuals. The Data Surveillance Authority ensures that these rules are upheld.

Data Security

Statistics Denmark places great importance on data security, and our security measures are very strict. They protect the registers from misuse, and prevent unauthorised persons from gaining access to information on individuals and enterprises⁷

Statistics Denmark has also worked out data emergency measures with a view to securing data in emergency situations.

⁷ Rules and security measures are described in the brochure "Introduction to Statistics Denmark's Registers" (1998) and "Data Security Regulations for Statistics Denmark" of 29 November 2000.

<i>Confidentiality</i>	<p>Statistical information is confidential if it either directly or indirectly enables the identification of individuals or enterprises.</p> <p>It is a rule that all information on individuals or enterprises is treated in strict confidence, and staff are bound to exercise professional secrecy. This is supported by the Administration Act, section 27, and the Penal Code, section 152.</p> <p>Under a special researcher's arrangement, researchers can obtain permission to work with confidential data. However, the data does not contain individual identifiers, and researchers are bound to exercise professional secrecy in the same way as Statistics Denmark's employees.</p> <p>All data and statistics published by Statistics Denmark are compiled so that individuals remain <i>anonymous</i>. Anonymity is normally also secured for both private and public enterprises.</p> <p>Public authorities cannot call for anonymity in the published statistics. On the contrary, the right of the public to access information on how the authorities function is an essential part of a democratic society.</p>
<i>Passing on Data</i>	<p>The Administration Act, section 30, states that confidential data, collected for purely statistical reasons, must not be passed on for administrative or any other reasons.</p> <p>Statistics Denmark does not normally pass on confidential information even for statistical purposes. However, there are three exceptions. The main purpose of the first two exceptions is to lessen the response burden on enterprises.</p> <p>One exception applies in those cases where information on enterprises is collected by Statistics Denmark for both statistical purposes and for administrative use, by a particular authority which already has the right to collect this information.</p> <p>The second exception applies in the few cases when Statistics Denmark is working with another organisation on the production of a specific statistic. In these cases authorisation can be given for the sharing of information on enterprises, as well as anonymous information on individual persons, to an organisation which is bound by the same professional secrecy as Statistics Denmark. Passing on data requires permission from the Data Surveillance Authority.</p> <p>The third exception applies to the transmission of confidential data to Eurostat as required of Statistics Denmark under EU legislation.</p> <p>Additionally, confidential information can be exchanged with national statistical institutions in other countries which are collaborating on the production of the same statistics. This requires permission from the Data Surveillance Authority.</p> <p>Statistics Denmark never passes on the CPR number with accompanying information, except in rare cases when data is extracted for sample surveys, which also requires permission from the Data Surveillance Authority.</p>
<i>Microdata for Analysis</i>	<p>Sets of non-confidential data, based on samples, can be made available for the purposes of research and education. These data sets are compiled so that it is impossible to identify individuals or enterprises.</p>