



New Competences of the President of UKE

Building safer, more accessible and more aware digital future

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Why It Matters?

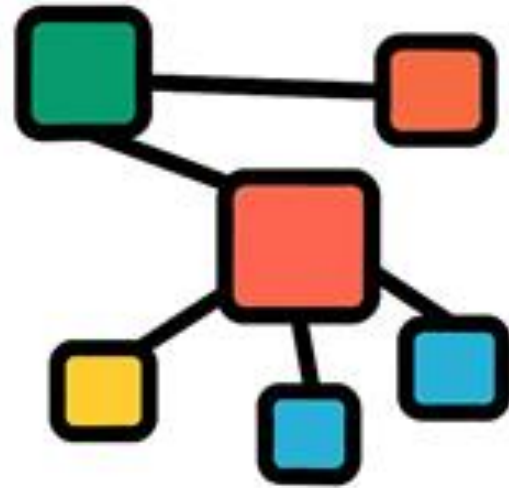
- Growing influence of digital platforms in everyday life
- Need for clear rules and consumer protection
- Low digital awareness across society
- New responsibilities from EU legislation



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Digital Service Coordination



Digital Services Coordination



- Legislative works on implementing the EU Digital Services Act (DSA) are conducted.
- Since 15th May 2025, the President of UKE acts as interim Digital Services Coordinator (DSC) on the basis of the resolution of the Council of Ministers of 13 May 2025.
- The role of the DSC is limited to:
 - Receiving information about the European Commission's decisions regarding the largest internet platforms (VLOPs) and search engines (VLOSEs).
 - Cooperation in creating guidelines for systemic risk management.
 - Participation in the information exchange system between digital service coordinators and the EC.
 - Participation in the European Board for Digital Services.
 - Cooperation with Digital Service Coordinators and the EC in developing expert knowledge.
 - Being informed about actions taken by the EC regarding VLOPs and VLOSEs.
 - Information exchange with a use of the system that enables coordination between national Digital Service Coordinators, the European Board for Digital Services and the EC itself.

European Board for Digital Services (UKE participates in 8 Working Groups)

1. Horizontal & Legal Matters
2. Cooperation & Institutional Capacity
3. Content Moderation & Data Access
4. Integrity of the Information Space
5. Consumers & Online Marketplaces
6. Protection of Minors
7. Orders & Criminal Matters
8. IT & AGORA Platform



Current Activities



- Amendment of the national law on electronic services.
- Preparation of operational procedures and complaint mechanisms.
- Regular participation in EU consultations and workshops.
- Launch of DSA information website and awareness campaigns.
- Cooperation with major online platforms in Poland.

Department of Digital Services

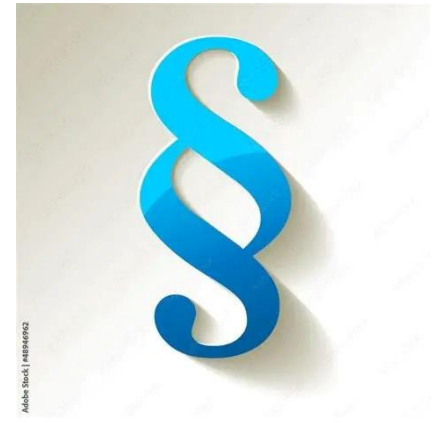
- Created in March 2025;
- Responsible for:
 - DSA operational implementation.
 - Cooperation at the European Commission level in the process of interpreting the law and creating delegated and implementing acts aimed at ensuring the uniform application of the DSA Regulation in the EU.



Accessibility of products and services coordination



Polish Accessibility Act



- 28 June 2025 - Act on ensuring the accessibility requirements of certain products and services by business entities.
- Implementation of European Accessibility Act (EAA) to Polish law.
- Improvement of the accessibility of selected products and services for all users.
- The new requirements to payment terminals, ATMs, electronic banking services, e-commerce, e-books, telephony, and passenger transport.
- Promotion of social inclusion, increase of user independence, improvement of the quality of customer service.

Consumer rights regarding accessibility

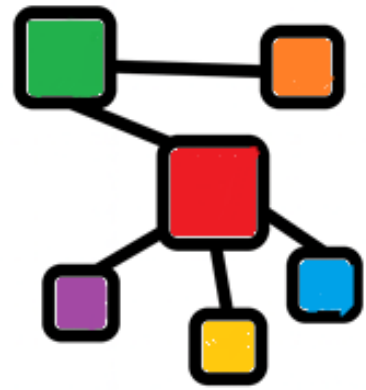
- The right to products and services that are accessible.
- The right to receive clear and legible information, such as instructions, descriptions, or labels.
- The right to use various forms of that communication if it is possible.
- The right to file a complaint with the business entity if a product or service does not meet accessibility requirements.



Supervision of compliance with accessibility requirements

- President of the Board of State Fund for the Rehabilitation of Disabled Persons (PFRON) monitors the functioning of the market supervision system.
- Market surveillance authorities, including the President of the Office of Electronic Communications, also perform supervisory functions regarding accessibility.
- The President of UKE supervises all products covered by the law, as well as telecommunications services, access to audiovisual media services, and electronic book distribution services.





Department of Market Surveillance

- Established on May 23, 2025.
- New tasks arising from the Accessibility Act for the Market Surveillance Department and UKE delegations:
 - Coordination of notifications regarding a product or service not meeting accessibility requirements.
 - Consideration of notifications regarding a product or service not meeting accessibility requirements.
 - Carrying out inspection and post-inspection tasks.
 - Issuing opinions regarding the compliance of a product with accessibility requirements, at the request of customs authorities,
 - Conducting laboratory tests.
 - Cooperating with the President of the PFRON Board on matters concerning the accessibility of products and services.
 - Conducting informational and educational activities for consumers.

Market Surveillance

- Competence under Regulation (EU) 2019/1020:
- 729 products inspected in 2025.
- 292 models tested in laboratories.
- 1,126 customs notifications.
- 882 cases of suspensions requested.
- 186 products authorised for placing on the market.
- 58 cases found outside the competence of UKE.
- Focus: ensuring product safety, accessibility, and compliance.





Building Capacity and Cooperation



- Recruitment and training of specialised Staff.
- Development of internal guidelines for inspections.
- Cooperation with authorities implementing Directive (EU) 2019/882.
- Awareness activities for businesses on accessibility and compliance.



Digital awareness and consumer protection



Virtual World for All” – An Inclusive Educational Campaign

A special educational campaign by UKE focused on digital accessibility and inclusion.

The project is implemented through two parallel activities:

- Workshops “Accessible Online Safety” – for people with intellectual disabilities and individuals on the autism spectrum, focused on online safety and responsible digital behaviour.
- Workshops “Sensitivity to Disability” – for children and young people, aimed at developing empathy and understanding of assistive technologies supporting people with disabilities.



„Virtual World for All” – Key elements of the campaign

How “Virtual World for All” Works:

- Workshops are held in person, enabling trust and personal interaction.
- Sessions involve people with disabilities as co-trainers and advocates.
- Topics include: safe use of the internet, protection of personal data, and recognizing cyber threats.
- Participants learn about assistive technologies such as video interpreters for Polish Sign Language (PJM), screen readers, and induction loops supporting hearing aid users.



Other educational campaigns



UKE continues nationwide education initiatives for all audiences:

- 'I click sensibly' – online safety for children and parents (over 170,000 students reached).
- 'Code with UKE' – programming and problem-solving workshops.
- 'I Know What I'm signing' – consumer rights education.
- 'Me Online' – educational actions focused on cybersecurity.

Additional initiatives and publications

UKE issued three guides in 2025:

- “(Un)Romantic Guide” – on risks of dating apps and online fraud.
- “Holiday Guide” – safe and cost-effective telecom use while travelling.
- “Holidays with a Smartphone” – advice for parents on safe tech use by children.
- Training sessions for municipal and district consumer ombudsmen on the new Electronic Communications Law (PKE).
- Partnerships and participation in national initiatives:
 - “Lessons on Finance” (Ministry of Finance)
 - Digital Opportunities Day
 - Safer Internet Day





2025 marks a year of transformation for UKE.

We are building capacity, promoting awareness, and strengthening cooperation.

By combining regulation, supervision, and education, UKE contributes to a fair, safe, and inclusive digital Europe.



Thank you for your kind attention.

Urząd Komunikacji Elektronicznej

UKE