



EU RIGHTS ACTIVITIES

Claire Damilano, Senior Legal Expert

Mission

Empowering citizens in order to create a more inclusive and stronger European Union by:

- Promoting and defending citizens' rights
- Developing and supporting mechanisms to increase citizens and citizen organisations' democratic participation in, and engagement with, the EU

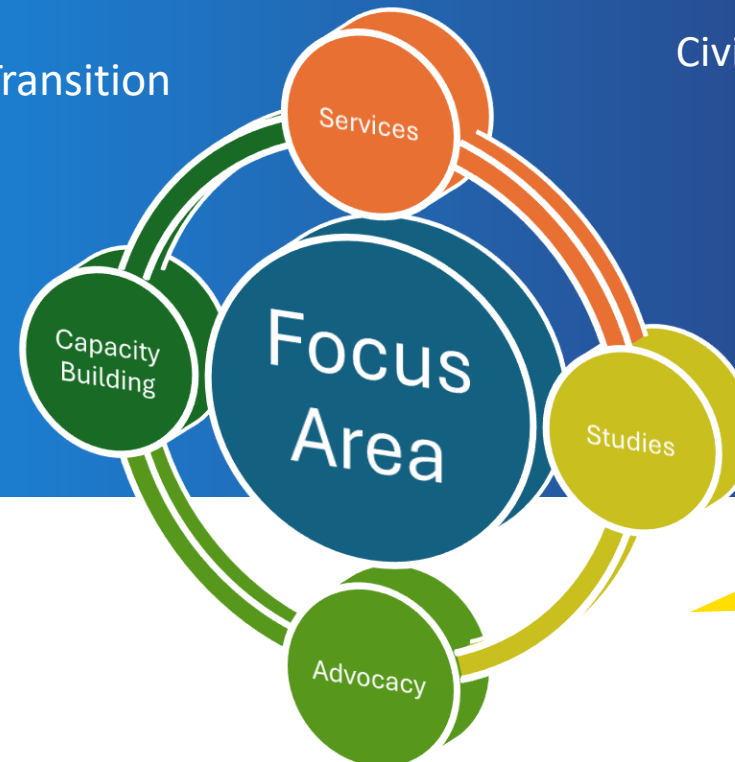
EU Rights

Freedom of Movement

Political Rights

Artificial Intelligence

Just Transition



European Democracy

Digital Democracy
Digital Transformation

Countering
Disinformation

Civic Engagement



EU Rights focus area

YOUR EUROPE
ADVICE

TRAINING ON
FREEDOM OF
MOVEMENT AND
CROSS-BORDER
TELEWORK

FOCUS GROUPS
ON VOTING
RIGHTS

FEEDBACK
GUIDANCE
DIRECTIVE
2004/38/EC

YOUR EUROPE ADVICE



Your Europe Advice

Your Europe Advice is an EU advice service on the personal EU rights of citizens and businesses that ECAS manages under contract with, and on behalf of, the European Commission

Network of
experienced
multilingual
lawyers from all
EU Member States

Any individual can
ask questions in
any official EU
language about
their EU rights,
most often
concerning cross-
border situations

Replies provided
within less than
one week
(either by e-mail
or by phone)

20 000 enquiries
per year

What are their main concerns?

Top Five Issues in 2025

Residence – family rights enquiries) (1,235

Social Security – country of insurance and general management (1,150 enquiries)

Social security – healthcare, sickness, or maternity (1,100 enquiries)

Social Security – old-age benefits (860 enquiries)

Residence – permanent residence (651 enquiries)

Your Europe Advice

https://europa.eu/youreurope/advice/index_en.htm

Contact: claire.damilano@ecas.org

Your Europe Advice

ON THIS PAGE:

What is Your Europe Advice / Who is behind it ?

- Your Europe Advice answers questions from...
- Questions about...
- Typical areas for enquiries...
- What we cannot do...
- We reply to most enquiries...
- Feedback on quality...
- Submit an enquiry...

Answers to 400+ questions

EU assistance to Ukraine

Your Europe Advice is part of a **free of information and advice tool** for citizens and businesses about their EU rights. The starting point is the **Your Europe** website designed to give you information about your rights across Europe. It offers practical advice and useful tips on issues such as **living, studying, working, shopping, travelling** – or, as a company, **doing business** – within the EU. It is the main source of information on these subjects.

If you do not find the answer to your question you can contact "Your Europe Advice" using the "Get help and advice" button at the bottom of each page on Your Europe.

What is Your Europe Advice / Who is behind it ?

Your Europe Advice is an **EU advice service for the public**, currently provided by the legal experts from the **European Citizens Advice Service (ECAS)** operating under contract with the European Commission. It consists of a **team of 45 independent lawyers** who cover **all EU official languages** and are familiar both with EU law and national laws in all EU countries. They:

- provide free and personalised advice in the language of your choice, **within a week**
- clarify the European law** that applies in your case
- explain how you can exercise your EU rights

Your Europe Advice has been in existence for more than 25 years and has provided tailor-made advice in more than 360 000 cases since 1995.

Your Europe Advice works closely with **ECJULIT**, a problem-solving network that deals with problems between **individuals or companies** and the **authorities** in another country. In cases where there is a possible misapplication of EU law.

If, after examining your request for advice, we think you may need further help in solving a problem with the national administration in question, we will transfer your case from Your Europe Advice to ECJULIT and inform you accordingly.

Your Europe Advice answers questions from...

- Individuals** who are nationals of the European Union, Norway, Iceland or Liechtenstein
- non-Europeans** – if they are family members of an EU national or resident in an EU country
- businesses** having their seat in the EU
- European national information and advice services**, on behalf of individuals

Questions about...

- a **real (not theoretical) situation** – even if it is just an intention to move to another EU country
- your rights in **one or more EU countries** and under EU law

Typical areas for enquiries

- your rights** when travelling, living, working, retiring or studying in another EU country
- the rights of **consumers** within the EU

What we cannot do

- advise on issues governed exclusively by **national law** (we only deal with **issues relating to EU law**)
- provide in-depth legal advice, analysis of documents or **face-to-face interviews** with you
- replace legal advice from lawyers or provide **legal representation**
- take up a case** on your behalf or take enforcement action against companies or authorities.

We reply to most enquiries

– but some types of question fall **outside the scope of Your Europe Advice** and are thus ineligible, such as:

- simple requests for information** that can easily be found on the internet or questions on EU policies
- questions falling entirely under **national law** (not EU law)
- questions about getting **grants** or **funding** under European programmes
- enquiries by profit-oriented commercial organisations, e.g. **law firms**, acting on behalf of clients

Disclaimer

Advice and information in response to individual enquiries addressed to Your Europe Advice are provided by independent legal experts under contract with ECAS.

They make every effort to ensure the information and advice they provide is accurate, but do not accept any responsibility or liability for any errors, inaccuracies or omissions.

The European Commission acts as a facilitator of this service and accepts no responsibility or liability with regard to the information or advice provided by this service.

The advice provided by the service does not necessarily reflect the opinion of the European Commission's various departments and does not bind the European Commission.

Privacy statement

When you submit an enquiry, you are requested to provide personal information. This information is treated according to the policy described in our [privacy statement](#) (PDF).

Feedback on quality

[Help us improve](#)

Submit an enquiry

Submit an enquiry

OTHER EU RIGHTS ACTIVITIES



Freedom of movement training sessions

- **Civil servants and Civil Society Organisations**
- **Interactive training**
- **Legal expert specialised in the jurisdiction**
- **Targeting cities with high number of EU mobile citizens**

2022

Milan

Lyon

Madrid

2023

Stockholm

Dublin

Berlin

2024

Brussels

Leuven

Luxembourg City

2025

Lisbon

Stockholm

Dublin

Freedom of movement training sessions in 2026



Italy



Spain



France

- Adding changes brought by changes in EU legislation
- Pre/post assessment questionnaires
- Format: hybrid
- Local language

Other activities in 2026



Luxembourg: Training on cross-border telework

- Format: hybrid
- Topic covered: Social security, labour law, immigration



The Netherlands: Focus group on voting rights

- Online



Impact assessment Guidance Directive 2004/38

- Collecting feedback from civil servants



Social security training?

- Based on feedback from Freedom of Movement training participants
- Looking for funding opportunities

Questions?

