

Ethics Guidelines

Make.org and Make.org Foundation

Chapter 1

Ethics Council of Make.org and the Make.org Foundation

To ensure independence, transparency, and compliance with their Ethics Charter (see Chapter 2), Make.org and the Make.org Foundation decided to establish an Ethics Council upon their founding.

This Ethics Council consists of three independent figures and two volunteer citizens, who are randomly selected from participants in Make.org actions. The council has access to all operational, strategic, and financial decisions of both organisations. Its task is to analyse the strategic and operational functioning of both organisations every three months and publish a report that evaluates whether their activities comply with the Ethics Charter. Furthermore, it reviews all actions and their associated partners.

Chapter 2

Ethics Charter of Make.org and the Make.org Foundation

§1 STAND UP FOR DEMOCRACY

Make.org and the Make.org Foundation firmly believe in democracy as a political system and act to strengthen it.

↘ *All our activities directly or indirectly aim to reinforce representative democracy through participatory democracy, to give it fresh momentum, and to make it more resilient.*

§2 SERVE THE CITIZENS OF EUROPE

Make.org and the Make.org Foundation lead initiatives for the benefit of citizens.

↘ *Citizens are not only the key actors in our activities but also the primary beneficiaries of our actions, which are carried out in the public interest. We also ensure that our actions are open and inclusive and commit to continually improving the accessibility of our platform. Although we act globally, our primary goal is to strengthen democracy for the citizens of Europe.*

§3 ACT NEUTRALLY

Apart from democracy itself, Make.org and the Make.org Foundation do not support any specific political or economic project.

↘ *We collaborate with institutions, administrations, companies, associations, media organisations, as well as federal, state, and municipal authorities. However, we do not work for political parties or electoral candidates.*

§4 MAINTAIN OUR INDEPENDENCE

Make.org and the Make.org Foundation are independent of any political, economic, or state organisation.

↘ *We primarily advocate for the interests of citizens. This means that no organisation or partner has the ability or authority to influence or alter the functioning of our consultations or their results.*

§5 ENSURE TRANSPARENCY

Make.org and the Make.org Foundation guarantee transparent operations.

↘ We systematically publish the results of our consultations. Our consultation platform is open source, and the functioning of our algorithms is documented. We publish the lists of our partners as well as the shareholders of Make.org who hold more than 5% of shares.

§6 PROTECT PERSONAL DATA

Make.org ensures the protection of personal data and its users worldwide, always in accordance with EU law. The Make.org Foundation oversees the protection of personal data in the digital tools it supports.

↘ *Personal data is valuable. We strictly comply with the General Data Protection Regulation (GDPR) on the protection of natural persons regarding the processing of personal data and the free movement of such data.*

Chapter 3

Ethics in practice

§1 ACTING FOR DEMOCRACY, SERVING EUROPEAN CITIZENS

- Make.org's citizen consultations are open to everyone and easy to access.
- Their aim is to revitalise representative democracy, not replace it.
- Our platform complies with 74% of RGAA 4.0 standards. We are also committed to continuously improving the accessibility of our platform.
- Each proposal has an equal chance of being approved, and each citizen has an equal chance of having their vote counted.
- Proposals are primarily managed by human moderators, with AI providing support.
- The results of our consultations are always communicated via email to participating citizens and are made available to everyone.
- We strive to ensure that all ideas that receive widespread support during our consultations are, directly or indirectly, transformed into concrete actions.
- Our concrete civic actions are decided independently but complement those of public authorities, in constant dialogue with French, European and international institutional actors.
- We are a founding member of the Association Civic Tech Europe (ACTE), which works to develop participatory democracy in Europe.

§2 WORKING IN A NEUTRAL MANNER, ENSURING OUR INDEPENDENCE

- We ensure our financial independence through a business model that limits any single client to no more than 20% of our funding sources.
- Our governance is balanced and without a dominant shareholder.
- The Chair of the Ethics Committee is a statutory member of the Board of Directors with a decisive role in approving any new shareholders and transactions, and in all matters relating to the Ethics Charter.

- The moderation of proposals on the Make.org platform complies with the rules of the moderation charter, which is accessible to all on our platform.
- Our methodology has been designed to obtain statistically rigorous results, in particular by identifying trolling activities and the over-representation of organised interest groups.

§3 OPERATE WITH COMPLETE TRANSPARENCY, RESPECT PERSONAL DATA

- Make.org is open source: we have chosen to open up our code both on the front end, i.e. the graphical interface that allows users to interact on the platform, and on the back end, the invisible part that handles data processing and management.
- All proposals and votes on these proposals are accessible on the platform and via our API.
- The results of our consultations are public and available to everyone on the platform.
- The operation of the algorithms we have developed is explained on our platform.
- Make.org and the Make.org Foundation strictly comply with the General Data Protection Regulation (GDPR) in all countries in which we operate, including outside Europe.
- Make.org applies all user rights such as: right of access, rectification, erasure and objection, right to restriction of processing, right not to be subject to automated individual decision-making (including profiling).
- Make.org pledges never to sell its users' personal data.
- A personal data Charter supplementing the terms and conditions is available on the Make.org website: <https://make.org/BE/politique-donnees>
- To ensure a high level of security, Make.org continuously strives to improve the security of its platform and data based on the recommendations of the Open Web Application Security Project (OWASP).
- The web consultation platform is hosted in a French data center of the provider OVH (located in Roubaix), on a dedicated server farm.