



# Digital Connect

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## EXTERNAL GUIDELINES

A Scheme by The Ministry for the Economy and Industry

in collaboration with

the Ministry for Social Justice and Solidarity, the Family and Children's Rights

and

the Malta Digital Innovation Authority

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19<sup>th</sup> November 2021



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TA' MALTA

MINISTERU GĦALL-EKONOMIJA  
U L-INDUSTRIJA  
MINISTERU GĦAS-SOLIDARJETÀ  
U L-ĠUSTIZZJA SOĠJALI, IL-FAMILJA  
U D-DRITTIJET TAT-TFAL



## Digital Connect Scheme Guidelines

The Ministry for the Economy and Industry (MEI) in collaboration with the Ministry for Social Justice and Solidarity, the Family and Children's Rights (MSFC) and the Malta Digital Innovation Authority (MDIA) are launching a pilot project to increase inclusion and digitalization skills. This scheme's main scope is to improve the citizens' digital literacy, connectivity, integration of digital technology, and computer skills.

### 1. Eligibility

In order to be eligible to apply for the Digital Connect Scheme, the applicant must necessarily be benefiting from and enlisted as such on the official list published by the 31<sup>st</sup> October 2021 from any of the following benefits in terms of the Social Security Act, Chapter 318 of the Laws of Malta and any other applicable local legislation:

- i. Pink Card (Free Medical Aid);
  - ii. Non-Contributory Age Pension;
  - iii. Social Assistance;
  - iv. Single Unmarried Parent; or
  - v. Unemployment Assistance.
- For the application to be valid, the applicant must be considered as the head of household in terms of the Social Security Act, Chapter 318 Laws of Malta.
  - Only one application from each household shall be submitted. Multiple applications from the same household will be automatically refused.
  - Any eligible applicant may only apply once for the scheme.
  - Applicants benefiting from more than one benefit are only entitled to benefit from the Digital Connect Scheme once.
  - Applicants shall not directly or indirectly be benefiting from a similar and or other schemes, involving the provision of computer equipment and internet vouchers/schemes or schemes of similar nature in order to be awarded both the laptop and the internet vouchers. Should the applicant however be benefiting from a scheme whereby he/she receives or has received a laptop, then the applicant would only be entitled to an internet voucher. On the other hand, should the applicant be benefiting from a scheme whereby he/she receives or has received internet vouchers or internet access, then the applicant would only be entitled to the laptop.

- Applicant must necessarily reside in one of the following localities being targeted by this scheme – Pembroke, Luqa, Swieqi, Żebbuġ (Malta), Mtarfa, Siġġiewi, Gżira, Birgu, Naxxar, Rabat (Malta), Għajnsielem, Kerċem, Sannat, Qormi, Dingli.
- Notwithstanding the fact that an application may be submitted by every Head of Household, if more than one household resides in the same property under the same address, each address may benefit from only one internet voucher. For the avoidance of doubt, in the event that more than one household reside in the same property and under the same address, each household may be entitled to a laptop, however, only one internet voucher is awarded to that particular property.
- Although an application may satisfy the eligibility criteria, the applicant does not automatically benefit from the Digital Connect Scheme. The scheme is not on a first-come-first-served basis but all applications must be vetted to determine which applicants are considered to be most necessitous.

## 2. How to apply

- Eligible applicants may apply either by:
  - i. Applying personally at the Malta Digital Innovation Authority, Twenty20, Triq l-Intorjatur, Central Business District, CBD 3050. Monday to Friday between 09:00 and 16:00

**OR**

  - ii. Visiting the Digital Connect stand at your locality as guided by the leaflet attached with the eligibility letter received by post.
- Applicants are reminded to take the eligibility letter with them when applying for the scheme.
- MDIA, MEI and MSFC reserve the right to request further documentation in support of the application for the purposes of evaluating the request.

## 3. Additional Conditions

- All information provided by the applicant should be correct and complete. If any declaration or statement or information provided is false or incorrect, the applicant may be held liable to criminal responsibility in accordance with any law or regulation which may be in force at the time of the unlawful declaration.

- The applicant is bound to inform either MDIA or MEI or MSFC should there be any changes in the circumstances that affect the applicant's eligibility for this scheme. Failure to do so, MDIA, MEI and MSFC reserve the right to take any action that may be appropriate.
- By signing the application form, the applicant is consenting MDIA, MEI and MSFC to process his/her personal data for the purpose of evaluating the application and any other matters related to this application. Such data may be accessed by these entities and any other government entity that may be involved in the evaluation process of your application, in line with Maltese and EU law.
- The information provided in this application by the applicant may be used by MDIA, MEI and MSFC and may also be provided to other government departments, approved organisations and approved researchers for national statistical purposes.
- Neither the application form itself nor the acceptance of such form shall constitute or create a contractual relationship between the applicant and MDIA, MEI and MSFC.

#### **4. Accepted Applications**

- All applicants shall receive a letter informing him/her of the outcome of their application.
- Under this scheme, accepted applicants shall be entitled to a laptop.
- Under this scheme, accepted applicants shall also be entitled to one (1) internet voucher of a total of €300 which shall cover internet service for a year. These internet vouchers shall only be redeemable for either a Fixed Broadband Internet access or Plug & Play Internet access.
- In the event that more than one application is submitted by eligible applicants, which applicants form part of different households but reside in the same property under the same address, the internet voucher shall be addressed and assigned to all eligible applicants.

## 5. Scheme Details

- Only accepted applicants shall be vested with ownership of any laptop awarded under this scheme. The applicant is precluded from ceding, transferring, or providing in any way the ownership of any laptop granted under this scheme to any third party. Additionally, an audit can be carried out to trace the laptops to the owners for up to four (4) years from when the voucher is redeemed. Laptops that are stolen, broken, misplaced, or for any other reason not in the possession of the original beneficiary need to be reported to the respective authority.
- Any laptop awarded under this scheme shall be used by the applicant only for personal use and used only by himself/herself or the members of his/her household as defined in the Social Security Act, Chapter 318 of the Laws of Malta. The wrongful use of this apparatus or the use of such apparatus for any other reason other than for personal use or/and the transfer in whole or in part of such apparatus to third parties shall be considered a breach of this scheme and the applicant may be liable in damages and/or subject to prosecution in accordance with any law or regulation which may be in force at the time.
- Laptops may be collected upon presentation of the acceptance letter to the authorised seller as indicated in the same acceptance letter together with the presentation of the ID Card. Should the applicant be unable to collect the laptop, any person nominated to collect the laptop shall be able to collect the laptop upon presentation of the acceptance letter, the ID Card of the applicant as well as his/her ID Card.
- All laptops shall come with a warranty and such warranty shall start running from the moment that the applicant collects the laptop from the authorised seller. The sole warranty provided in connection with the laptop shall be provided by the authorised seller. MDIA, MEI and MSFC make no warranties to any of the accepted applicants. The applicant shall assume full responsibility for any and all damages that may either fall outside the scope of the warranty provided by the authorised seller or that may occur after the expiration of such warranty.
- MDIA, MEI and MSFC shall not be responsible in the event of loss, theft, or damage of any laptop awarded under this scheme. However, if this is the case, the loss, theft or damage of the laptop needs to be reported in writing to the MDIA.
- Internet Service vouchers may be redeemed upon presentation of the acceptance letter and the voucher containing a QR code to the authorised seller as indicated in the same acceptance letter together with the presentation of ID Card. Should the applicant be unable to redeem the internet voucher, any person nominated to do so

shall be able to redeem the internet service vouchers upon presentation of the acceptance letter, the ID Card of the applicant as well as his/her ID Card.

- The applicant shall be solely and personally liable for any illegal or illicit activity carried out or facilitated by either the internet services and/or any laptop awarded under this scheme and MDIA, MEI and MSFC shall bear no responsibility for any such actions. In the case of an internet voucher being awarded to more than one eligible applicant, all eligible applicants residing in the same property and under the same address shall be jointly and severally liable.
- Vouchers shall be distributed via registered post.
- Further information can be accessed from [www.mdia.gov.mt/digitalconnect](http://www.mdia.gov.mt/digitalconnect) or for any queries kindly contact MDIA on [digitalconnect@mdia.gov.mt](mailto:digitalconnect@mdia.gov.mt) or call the freephone helpline 80072323.
- The scheme will be open from Monday 29<sup>th</sup> of November until Tuesday 21<sup>st</sup> December 2021. Applications submitted after this deadline shall not be accepted nor considered.