



FONDATION CIBERVOLUNTARIOS

Deployment of a network of cyber volunteers throughout Spain

FACT SHEET 1



PRESENTATION

The Cibervoluntarios Foundation is a Spanish non-governmental organization that is a **pioneer in the field of technology volunteering**. The main objectives of the Cibervoluntarios Foundation are focused on bridging the digital divide by making technology accessible to all.



The foundation **provides free digital skills training to thousands of beneficiaries every year**, enabling them to interact effectively with essential services such as administration, banking platforms and other digital tools. The organization has thousands of **SMEs and small NGOs spread across the territory (urban, rural), which it supports in their digitalization** to strengthen their competitiveness and impact. It also promotes the **positive and safe use of technology** by raising public awareness of good practices and cybersecurity issues. The foundation drives digital transformation with a vision focused on **social impact**, so that technology truly serves human progress and solidarity. **The foundation also recruits volunteers from across the country** and trains them regularly to prepare them to lead workshops and provide personalized support as close to residents as possible. These **cyber volunteers** share their digital skills to help local communities become self-sufficient in using technology. The NGO was recognized as one of the **100 pioneers in digital transformation by the Financial Times**.

CIBER VOLUNTARIOS

IN A FEW WORDS

The Cibervoluntarios Foundation is a Spanish NGO that provides free digital skills training to citizens, especially the most vulnerable, through a network of cybervolunteers.

IN A FEW NUMBERS

Over **4,500** cybervolunteers

Over **70,000** young people trained

Over **4,900** collaborating entities (public, private, NGOs, schools)

Collaboration with **96** European organizations and universities

The Cibervoluntarios Foundation's approach is based on three fundamental pillars:

- Technological accessibility
- Tailor-made training
- Collective empowerment

It strives to make technology accessible to all, particularly to marginalized populations or those excluded from digital tools, in order to reduce inequalities of access.

Through practical workshops tailored to the specific needs of each community, the foundation offers training that meets local expectations.

Finally, it places great emphasis on promoting collective empowerment by providing individuals and organizations with the means to solve social problems through the use of digital technologies.

This participatory approach places beneficiaries at the heart of their digital transformation, making them actors in their own development.

The foundation is committed daily to strengthening the position of women in society through technology, providing them with the essential tools to participate fully and equitably in all aspects of social life. A "GO TO" methodology for the public that effectively relies on small businesses spread across the territory, and a large network of volunteers who are true ambassadors of digital inclusion working closely with residents.



OBSTACLES AND SOLUTIONS

The Cibervoluntarios Foundation has encountered several obstacles in promoting digital inclusion, including the digital divide and the lack of technological skills, particularly in rural areas and among vulnerable populations. To address these challenges, the foundation offers tailored training, such as interactive **workshops, to help young people develop basic digital skills.**

It also leverages local partnerships with businesses and local organizations to strengthen the impact and outreach of its initiatives.

Finally, **the foundation supports its volunteers by offering ongoing training** to ensure they remain competent and effective. These solutions enable the foundation to **bridge the digital divide and foster a more inclusive society.**

PARTNERSHIPS AND COLLABORATION

The Cibervoluntarios Foundation **relies on a strong network of partnerships and collaborations** to maximize the impact of its initiatives. It works with private companies that provide technological equipment and essential financial support for its projects. In partnership with public organizations, it implements technology education programs tailored to local needs. With the support of international NGOs, the foundation develops cross-border projects aimed at **promoting digital inclusion worldwide.**

Finally, it collaborates closely with educational institutions to raise awareness among young people about the opportunities offered by technology. These strategic collaborations expand the reach of the foundation's activities while ensuring their sustainability and lasting impact.

Want to know more?

<http://>



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RESULTS AND IMPACTS

Since its inception, the Cibervoluntarios Foundation has generated significant results and a lasting impact in the field of digital inclusion. **More than 70,000 people are trained each year**, enabling numerous local communities to acquire essential skills to adapt to an increasingly digitalized world. This impact is made possible thanks to the commitment of more than 4,500 cybervolunteers and collaboration with more than 4,900 organizations across the country (rural and urban).

Together, they develop major **European projects focused on digital transformation and social innovation**.

For example, the NADINE project involved 428 participants, including vulnerable migrants, asylum seekers, and refugees in Greece, Spain, and Belgium, who tested the platform with promising results.

Furthermore, the Ciberseniors project trained 269 older adults in Europe on the safe use of ICT tools to facilitate their independence. These are two examples but there are many more!



LESSONS LEARNED AND ADVICE

Over its years of experience, the Cibervoluntarios Foundation has learned several key lessons to maximize the impact of its initiatives. Tailoring **training to the specific needs of beneficiaries** has proven essential to ensure its effectiveness and relevance. Forging strong partnerships with businesses, public institutions, and other organizations has helped multiply impacts by combining resources and expertise. The foundation has also learned the **importance of supporting its volunteers by investing in their ongoing training** to make them increasingly skilled and effective in the field. Finally, **it has relied on simple and engaging communication to demystify information and communication technologies (ICT)**, facilitating their adoption and use by all.

VISION OF THE FUTURE

The Cibervoluntarios Foundation aspires to a future where technology is a lever for social **innovation and the empowerment of citizens**, particularly those in situations of digital vulnerability. It is committed to **ensuring that everyone has the opportunity to access, learn, and use technology to promote their autonomy, strengthen their rights, and improve their employment and social participation opportunities**. Thus, the Cibervoluntarios Foundation's vision for the future is to continue to be a **key player in bridging the digital divide, fostering digital inclusion and promoting the responsible and beneficial use of technology for all**.