



Data Spaces for effective and trusted data sharing

i4Trust.org

Guide for Applicants

i4Trust 1st Open Call

Submission of applications starts on Monday, May 10, 2021 at 10:00 (CEST)

Submission deadline Thursday, September 6, 2021 at 14:00 (CEST)

Version 07/04/2021



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1. What is i4Trust?

Data-driven innovation has become a key driver of growth and jobs that can significantly boost business competitiveness in the global market. In February 2020, the European Commission announced the European Strategy for Data¹, aiming at creating a single market for data to be shared and exchanged across sectors efficiently and securely within the EU. Behind this endeavour stands the Commission's goal to get ahead with the European data economy in a way that fits European values of self-determination, privacy, and fair competition. For this to achieve, the rules of accessing and using data must be fair, clear and practicable. This is especially important as the European data economy continues to grow rapidly – from 301 billion euros (2,4 % of GDP) in 2018 to an estimated 829 billion euros (5,8 % of GDP) by 2025². The centrepiece of the European Data Strategy is the concept of "Data Spaces", for which the Commission defined nine initial domains, all driven by sector-specific requirements. Actually, the Commission promotes the development of European data spaces for strategic economic sectors and public-interest

1

https://ec.europa.eu/info/sites/info/files/communication-european-strategy-data-19feb2020_en.pdf

2

https://datalandscape.eu/sites/default/files/report/D2.9_EDM_Final_study_report_16.06.2020_IDC.pdf

domains, starting with the following nine: industrial (manufacturing), green deal, mobility, health, financial, energy, agriculture, public administration, and skills.

There is no doubt that digital transformation offers new business opportunities for SMEs, however, there are still significant barriers that limit their ability to share data and capture the real potential for innovation. If we want organizations, especially SMEs, to benefit from the thriving data economy, we need frameworks that boost their data sharing capabilities, allowing them to benefit from new cross-domain data value chains, creating smart solutions, scaling up their businesses, and gaining a better market position. We need to support the development of a sustainable ecosystem that provides the tools (based on standards for data interoperability, data sovereignty and trust, and data value creation), the knowledge and the support for organisations/SMEs to transform the market by sharing data in a trusted and effective way, breaking information silos.

On the other hand, European Digital Innovation Hubs (DIHs) are called to play a key role here, since their mission is to find common mechanisms that could help their local startups, SMEs and slightly bigger companies to really scale-up their businesses, contributing to the creation of smart cross domain and cross border solutions. Ultimately, coming up with new business models fitted to solve most of the issues that are holding the EU back from realising its potential in the data economy.

In this context, the main goal of the i4Trust initiative is to boost the development of **innovative services around new data value chains**. We achieve this by **providing the right tools, training, mentoring and funding** for the **creation of Data Spaces** enabling trustworthy and effective data sharing. Ecosystems of collaborating SMEs and supporting DIHs will emerge in a sustainable way around such Data Spaces. Throughout the duration of the Project, i4Trust will launch two open calls to select up to 32 Bottom-Up Experiments.

i4Trust main values (our DNA) are related to openness because of the nature of the technologies (open source and standard based) laying down the foundation of i4Trust Data Spaces. Connected at the same time with a truly open innovation approach promoting collaboration between different actors sharing knowledge and resources. The standard data models proposed by i4Trust; the concept of smart applications that speak the same language; the common mechanisms for Identification, Authentication and Authorization supporting real data sovereignty and trust; the data marketplace & publication services together with the alignment with the CEF building blocks makes possible for i4Trust to build this environment of collaboration and open innovation where a sustainable community can grow.

The proposed building blocks are in line with recommendations from the European Commission's Connecting Europe Facility (CEF) program, a pillar instrument materializing

the Digital Single Market by means of creating cross-border Digital Service Infrastructures that enable the flourishing of innovative digital services across all the EU member states. The mentioned compatibility is achieved thanks to FIWARE Context Broker technology already being a CEF Building Block . Additionally, the iSHARE scheme is also compatible with eIDAS , the CEF Building Block that electronically identifies users from all across Europe. This will facilitate the integration with CEF Building Blocks, such as the European Blockchain Service Infrastructure (EBSI), in a later phase, enabling trusted digital audit trails, automated compliance checks and data integrity proofs.

i4Trust consortium consists of three partners:



[FIWARE Foundation](#) (Germany) coordinates the i4Trust program, centralizes the actions to build the i4Trust ecosystem and brings in-depth knowledge and expertise in Data Sharing, CEF Building Blocks based on FIWARE open source technologies and standard data models.

[FundingBox](#) (Poland) manages the open calls and cascade funding and brings to the project the largest European deep tech ecosystem of know-how, tools and networking opportunities.

[iSHARE](#) (Netherlands) is the standard for secure and controlled exchange of data. Organizations that meet iSHARE's technical and legal requirements, apply the same secure methods of identification, authentication and authorization. They can also authorize each other to share data with third parties – usually further downstream in the value chain – without losing control over their data.

Visit the [i4Trust website](#) for more information. Ask questions and join the conversation at the [i4Trust Community](#).

You can also contact us by email at opencall-help@i4Trust.org. Find more details in [section 6](#) of this document regarding specific topics, technical issues, and support.

2. What does i4Trust offer?

i4Trust will help generate significant benefits for European SMEs that are not yet data-driven, in terms of innovative power and higher sales and revenue.

Selected SMEs and DIHs will receive funding as a lump sum, ranging from €72,000 to €120,000 per consortium, depending on the number of members within each consortium. Besides the financial support, they will join a tailored mentoring program that will onboard them into a vibrant community of collaborating SMEs, DIHs and technology partners around Data Spaces. i4Trust will help them create new services for their current customers, win new ones or enter new markets.

By participating in the i4Trust community, SMEs selected through the open call will benefit from sharing knowledge and know-how as well as participating in events at European and International level. This will support the creation of links and synergies between them and the development of new business opportunities on an international level.

Up to 32 selected Bottom-Up Experiments (up to 16 per each open call) will become part of a customized 9-month i4Trust Data Sharing Mentoring Program, which includes:

- Refinement of the proposed Use-Case definition
- Mentoring support for workforce re/up-skilling
- Mentoring support on legal, operational, technical and business matters
- Support on i4Trust technologies (building blocks)

1st i4Trust open call will be opened from May 10, 2021 at 10:00 (CEST) to September 6, 2021 at 14:00 (CEST)

If you are interested to apply please go to <https://i4trust-open-call.fundingbox.com/>.

3. Eligibility Criteria

All applicants will have to abide by all general requirements described in this chapter to be considered eligible for the i4Trust open call. Therefore, please read this chapter carefully.

3.1 Who are we looking for?

We are looking for consortia composed by SMEs³/slightly bigger companies⁴ and DIHs⁵ registered in any of the following countries:

³ An SME will be considered as such if it complies with the European Commission's Recommendation 2003/361/EC. As a summary, the criteria defining an SME are:

- Headcount in Annual Work Unit (AWU) less than 250;
- Annual turnover less or equal to €50 million OR annual balance sheet total less or equal to €43 million.

Note that the figures of partners and linked enterprises should also be considered as stated in the SME user guide. For detailed information check EU recommendation:

https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

SMEs have to be officially registered legal entities capable of signing the Sub-grant Agreement and receive funding at the time of signing the agreement

⁴ In accordance with the EU recommendation Slightly Bigger Companies are defined as organizations with a staff headcount below 500 employees and a turnover below €100M.

Slightly Bigger Companies have to be officially registered legal entities capable of signing the Sub-grant Agreement and receive funding at the time of signing the agreement

⁵ DIHs have to be included on the JRC catalogue and validated as fully operational when the Sub-grant Agreement is signed. <https://s3platform.jrc.ec.europa.eu/digital-innovation-hubs-tool>. Legal entity that represents any of the DIHs included in the European catalogue of Digital Innovation Hubs.

- [the Member States of the European Union and its Overseas Countries and Territories \(OCT\)](#) or
- [Associated Countries to H2020](#)
- The United Kingdom

Proposals should be submitted by any of two aforementioned types of entities, however, it is compulsory to have **at least 4 entities** per Experiment, **1 DIH and a minimum of 3 SMEs/slightly bigger companies**.

One of the SMEs should be appointed as coordinator of the experiment.

3.2 What type of experiments are we looking for?

We are looking for proposals, ideally engaging 5 (minimum 3) SMEs/slightly bigger companies and 1 DIH, to implement experiments which demonstrate how already existing processes can be improved or new innovative services can be created by means of sharing data among multiple companies using i4Trust.

There will not be a closed set of challenges or prioritized value chains that experiments proposed in response to the Open Call have to fit in. On the other hand, the following requirements are mandatory⁶:

- Exchange of context / digital twin data using the ETSI NGSI-LD API must be core in the exchange of data between participants. Therefore, a FIWARE Context Broker implementation must be used by participants publishing data.
- A clear description of the kind of digital twin data exchanged, at least the initial list of types/classes of context entities (also referred as digital twins) should be part of the project description.
- Identity and Access Management (IAM) during data exchange should rely on FIWARE components developed in compliance with iSHARE specifications and compatible with the iSHARE Satellite Service and iSHARE legal framework.
- The focus will be on relevant business use cases and that can be brought quickly to the market. Therefore, despite experiments selected in the Open Calls may start

⁶ Please read carefully the description of i4Trust Building Blocks for creation of data spaces available at: <https://i4Trust.org/data-spaces-building-blocks>

at TRL3⁷, they should focus on establishing and boosting their TRL through an agile process up to at least TRL8 before the end of the experiment. Experiments starting below TRL3 or already in TRL9 won't be eligible.

Please note that there are other aspects which will be evaluated in your proposal and will be key in the selection process (see section 4.2 describing how experts evaluation will be performed).

Illustrating how using i4Trust enablers can contribute to break data silos and support your company in sharing, re-using and trading data assets, the following examples can help you to understand what type of project we are looking for:

Example 1 - Smart Boxes

A logistics company has developed a new concept for the delivery of groceries and meals: smart boxes where delivery drivers can deposit the goods if no one is home, which also keep the food at the right temperature. The company and its suppliers are looking for ways to follow real time the quality of its goods and to ensure that the boxes can only be opened by people with the right authorizations.

Example 2 - Drivers monitoring

Another logistics example: an employer would love to authorise the organisation that monitors driver quality to simply access the real-time data about its truckers and their certifications from the employer's platform where the data is already stored.

⁷ See description of TRLs at:

https://ec.europa.eu/research/participants/data/ref/h2020/wp/2014_2015/annexes/h2020-wp1415-annex-g-trl_en.pdf

3.3 What type of activities will be funded?

Funding you receive through this Open Call must be devoted to design, implement and pilot the use case associated with your experiment, as well as implement a proper dissemination of its results. Following are example of activities which will be funded:

- Design, implementation and testing of the software associated with your experiment. This may include the creation of adapters to existing systems or the creation of new services (e.g., Innovative analytics service where data remains decentral and at source while analytics is performed and only derived results -depending on use case without personal data- is made available)
- Deploying and operating the required i4Trust Building Blocks enabling systems from organizations involved in your experiment to share data.
- Creating a Data Node instance using i4Trust building blocks (a platform where data from organisations is made available to the ecosystem) or making data from organizations available on the global experimental i4Trust Data Marketplace instance.
- Participation in relevant market fairs and global events, where the i4Trust project will be presented, to showcase the results of the experiment and address potential customers and stakeholders,
- Documentation of the experimentation (e.g. FIWARE Impact Stories, FIWARE worldwide Blogpost, possibility to access at the FIWARE Marketplace) for publication on the i4Trust, FIWARE and/or iSHARE websites.

3.4 How to apply

We will only evaluate proposals submitted through the online application form (<https://i4trust-open-call.fundingbox.com/>) within the deadline, Thursday, September 6 2021 at 14:00 (CEST). Upon receipt of each proposal, the system will send a confirmation of submission.

After the proposal is submitted, applicants will be able to modify the form until the deadline. As such, applicants are encouraged to submit their forms as early as possible, prior to the deadline.



Figure 1 i4Trust How to apply

3.5 Other Eligibility Criteria

When applying to i4Trust open call, please also note that:

- You have to verify the completeness of the form, as it won't be possible to add any further information after the deadline.
- The same consortium can submit up to three proposals in response to this open call. If more than one proposal is deemed eligible, only the best scored one can go to Selection day.
- Multiple applications from individual entities(SMEs and/or DIHs) in different consortiums are allowed, however a legal entity can only be funded once under the i4trust open call and cannot be funded for multiple experiments.
- Your proposal must be written in English in all mandatory parts in order to be eligible. Only parts written in English will be evaluated.
- All mandatory sections of your proposal must be completed. The data provided should be actual, true, complete and should allow assessment of the proposal. Additional material, not specifically requested in the online application form, will not be considered for the evaluation. We will check all the information provided in your application during the external evaluation phase and Sub-grant Agreement preparation phase.
- We will take into consideration the existence of potential conflict of interest among you and one or more of i4Trust Consortium partners. Consortium partners or their affiliated entities, employees and permanent collaborators working under contracts similar to employment contracts or their board members cannot take part in the i4Trust Open Call. All cases of potential conflict of interest will be assessed case by case.
- The maximum funding per SME/ slightly bigger companies participating in a Bottom-Up experiment funded under i4Trust may not exceed €60,000.00, summing the grants received in i4Trust and other similar incubation projects, trough cascade funding, namely [EUHubs4Data](#), [MediaFutures](#) or/and [REACH](#) projects. Each Applicant will be asked to provide information confirming this requirement.
- We don't accept entities that are under liquidation or are an enterprise under difficulty according to the Commission Regulation No 651/2014, art. 2.18, or that are

excluded from the possibility of obtaining EU funding under the provisions of both national and EU law, or by a decision of both national or EU authority;

- Your project should be based on your original work or your right to use the IPR from third parties must be clear. Going forward, any foreseen developments must be free from third party IPRs, or those third-party IPRs must be clearly stated.

i4Trust will plan a certain number of online webinars about this open call. They will be announced at the [i4Trust Community Space](#).

4. How will we evaluate your proposal?

Our evaluation process is transparent, fair and equal to all participants. We will evaluate your project by a procedure explained further in the following sections. For this call, we are looking for the best fit for our project (read carefully section 3.2). We suggest that you put effort into how you present your project in the best possible way, providing as much detail as you can on how your proposal fits within the overall i4Trust scope, to support us while evaluating your application.



Figure 2 i4Trust Selection and Evaluation process

4.1 Eligibility Check

The eligibility check will be done for all proposals submitted before the deadline. All criteria are listed in Section 3 in this Guide for Applicants. The projects that do not comply with the criteria will be excluded and marked as ineligible.

We will inform you about the results of the eligibility check.

4.2 Experts Evaluation

In this phase, all eligible proposals will be evaluated by 3 independent experts in FIWARE and iSHARE technologies, appointed from i4Trust partners.

Experiments will have to describe the real-life problem they will solve through data sharing and elaborate on the expected impact from a business and/or societal perspective. Proposed experiments will have to document how they plan to use the FIWARE+iSHARE technology framework proposed in i4Trust to solve a challenge

Your proposal will be evaluated within the following awarding criteria.

The Evaluation criteria are as follows:

1. **EXCELLENCE** will evaluate:

- **Ambition.** The following elements will be evaluated and proposals of experiments covering them will be better rated:
 - Use and/or contribution to data models published under the Smart Data Models initiative⁸.
 - Usefulness of the data shared by parties beyond the experiment
 - Use of data publication and marketplace mechanisms
 - Potential for monetization of data
 - Exploiting data from third parties not part of the experiment (e.g., third-party open data)
- **Soundness of the approach**, meaning alignment with overall i4Trust objectives, and credibility of the proposed methodology.

2. **IMPACT** will analyse:

- **Business potential:** Applicants have to outline the business model behind the use case and till what extent the expected outcome will transform their business and at what pace it will contribute to increase revenue and/or reduce operational costs.
- **Innovation:** The applicants have to demonstrate to what extent that proposed experiment has a transformative potential for the business of the applicants in particular and for the entire value chain (e.g. stimulate sharing and trading of data assets within their value chain, promotion of new business models, etc.). Applicants should provide information about the level of innovation within their market and about the degree of differentiation that this project will bring

⁸ GitHub: <https://github.com/smart-data-models>, website: <https://smartdatamodels.org/>

- **Cross-sectoral potential:** Applicants have to provide information about how their experiment will contribute to build up new cross-sectoral B2B Data Sharing. Exchange of data among systems within organizations associated to different domains (e.g., smart cities and smart logistics).
- **Cross-border potential:** Applicants have to provide information about how their experiments will contribute to exchange of data among organizations located in different countries (to exhibit how sharing of data works cross frontier)
- **Sustainability and Scalability:** The applicants have to demonstrate the level of commitment with the exploitation of the outcomes of the experiment beyond the end of the BuE.
- **Number of SMEs directly impacted by the experiments:** The applicants have to indicate the total number of SMEs that will be linked to the experiment and they have to demonstrate how they will benefit from their participation.
- **Transversal criteria** such as 'Environment and low carbon economy contribution', 'Equal Opportunities & Gender balance' and 'Social Impact' will be also considered by the experts when evaluating the proposals.

3. **IMPLEMENTATION** will consider:

- **Team:** The applicants have to demonstrate their management and leadership qualities, their ability to take a concept from ideas to market, their capacity to carry through their ideas and understand the dynamics of the market they are trying to tap into. The team should be a balanced and cross-functional team, with a strong background and skill base. The proposed team also has to show their knowledge in the i4trust enabler technologies.
- **Budget:** experiments should include information about costs needed for the Bottom-Up Experiment, implementation and requested funding. The consistency between costs, their contribution between partners in the consortium and the expected work of the experiment will be part of the evaluation of experiments.
- **Ethics:** applicants should confirm if there are any ethical issues which might occur and how they propose to mitigate them with special attention to GDPR compliance.
- **Resources.** Demonstrate the quality and effectiveness of the resources assigned in order to get the objectives/deliverables proposed. One important aspect is that applicants make clear in the proposal that their experiment can be developed using iSHARE + FIWARE.

Each evaluator will rank the application assigning a score from 0 to 5 for each criterion and produce an Individual Evaluation Report.

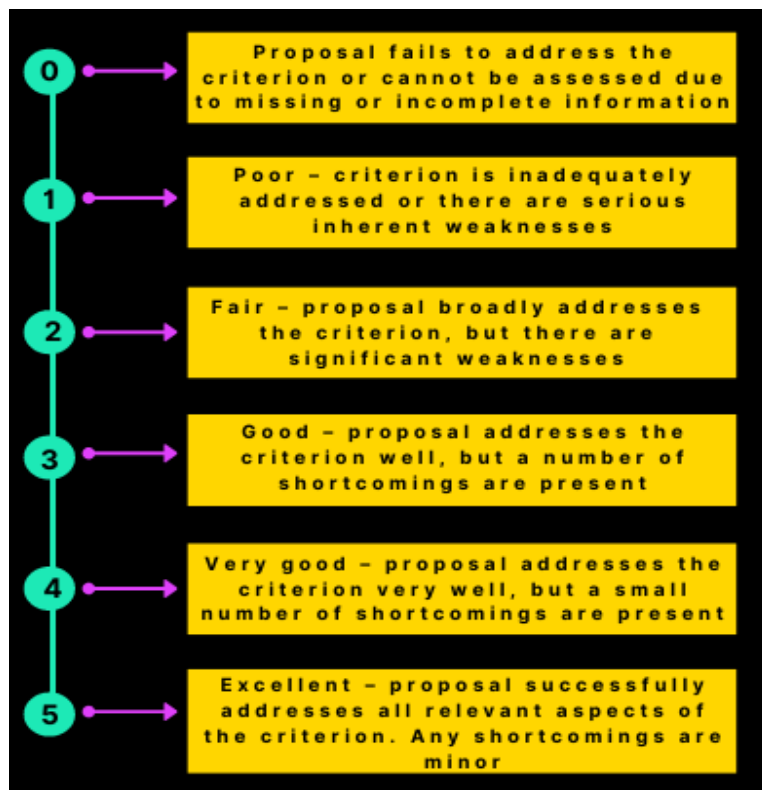


Figure 3 i4Trust score description

The threshold for individual criteria will be 3. The overall threshold, applying to the sum of the three individual scores, will be 10.

The final score will be calculated as an average of the individual assessments provided by the Experts.

Ties will be solved using the following criteria, in order:

- Impact score,
- Excellence score,
- Implementation score

Up to 32 proposals will be invited to the next phase, the Selection Day.

A “Committee of Experts” will decide by consensus (or majority of the votes) and select, among those above the threshold, the best proposals to be invited to the Selection Day.

The discussion will be based on the ranking obtained as a result of the Experts Evaluation. Whilst normally the highest ranked proposals will be invited to the Selection Day, the ‘Committee of Experts’ might have fair reasons for objecting to a specific proposal, like the alignment with i4Trust goals and scope, the ability to achieve the

highest impact possible, commercial competition, as well as the existence of significant ethical concerns.

Please note that we need time to process through all the proposals in this phase, so you probably won't hear back for a while.

4.3 Selection Day

If your project is among the finalists, you will be invited to an online Selection Day, where you will have the opportunity to pitch your project in front of the i4Trust Jury composed by one representative of each member of the i4Trust consortium, and 3 Independent Experts selected from organizations independent of the consortium plus several of the members of the Industrial Value Chain Advisory board. The Jury will select up to 16 Experiments, taking into account the overall quality of the Experiments proposed and the following criteria:

- The contribution to the overall objectives of the i4Trust project.
- The potential of the Experiments to become reference case examples / success stories for i4Trust.
- Team and the commitment of the organization toward the implementation of the Experiment

i4Trust Jury will decide by consensus (or majority vote of $\frac{2}{3}$), the 'Provisional List of finalists'.

After the Selection Day, we will communicate the results to the applicants.

4.4 What's Next? Sub-grant Agreement preparation and signature

Before the i4Trust programme starts, a Sub-grant Agreement with the i4Trust Consortium will be signed. To do so, we will ask all members participating on the Bottom-Up Experiments to provide documents needed to prove your eligibility (for the details please check our [Frequently Asked Questions Document](#)).

Please do it within the deadlines that will be communicated to you. If you fail to deliver the requested documents on time, without clear and reasonable justification, we will exclude you from the further formal assessment and you will be replaced by a consortium from the Reserve list⁹.

⁹ The reserve list will be made up of those experiments that have been pre-selected by the jury as potential finalists but have not reached enough points to be among the 16 best ranked.

5. i4Trust mentoring program and Payments arrangements

5.1 i4Trust Mentoring Programme

The Mentoring program is aimed at guiding the Button-Up Experiments (BuE) through their journey with a 9-months of customised service, articulated in 3 stages, to fit SMEs/slightly bigger companies needs. Experts from iSHARE, FIWARE and FundingBox with the support of the Local Expert In B2B data Sharing (LEBDS) from the DIH will mentor the selected Experiments to achieve their objectives and yet at the same time also guide the experiments toward the objectives of i4Trust. Experts bring the experience and knowhow in data sharing in a trusted and secure way and creation of data spaces.

Besides, across the stages as mentioned above there will be networking events which will enable the participants to discover each other and showcase their own experiments and achievements. Additionally in these events some of the activities from the implementation stages will be performed as well, so make sure to consider attending these events in planning as these are mandatory events for participants.

The participants will participate in at least 3 networking events during the process:

The Welcome Camp, at the beginning of the mentoring Program will allocate the full pool of mentors; explain the resources available and the procedures to be followed within the program.

The Cross-Value Chain Bootcamp, at the beginning of the Stage 2. This Camp will focus on creating links and finding synergies across the BuEs.

Fundraising Bootcamp will be organised at the beginning of 3rd stage where participants will be able explore fundraising and sustainability of their experiments.

Finally, an exhaustive 'Review Process' will take place in order to undertake a full follow up of the experiments supported. There will be periodic 'Reviews' of milestones and the financial support will be provided after these milestones, always linked to the achievement of the KPIs/Deliverables established in the 'Individual Mentoring Plan' defined at the beginning of each phase and annexed to the SubGrant Agreement.

For each Button-Up Experiments an individual mentoring plan will be created based on the figure 4 shown below. Across the stages there will be regular update meetings between the mentors and the BuEs to keep track of progress.

Onboarding stage: During this stage the Button-Up Experiment consortium will refine the proposed use case in detail as well as scope and functionality along with the solution design with the help of experts.

Use Case Planning: During this stage detailed planning will be made along with alignment with the milestones and objectives of BuE and most importantly alignment of activities amongst the partners taking into considerations the dependencies. A prioritised list of activities will also be made.

Proof of Concept/Implementation: During this stage the BuEs will implement the activities as laid out in planning and test the implementation.

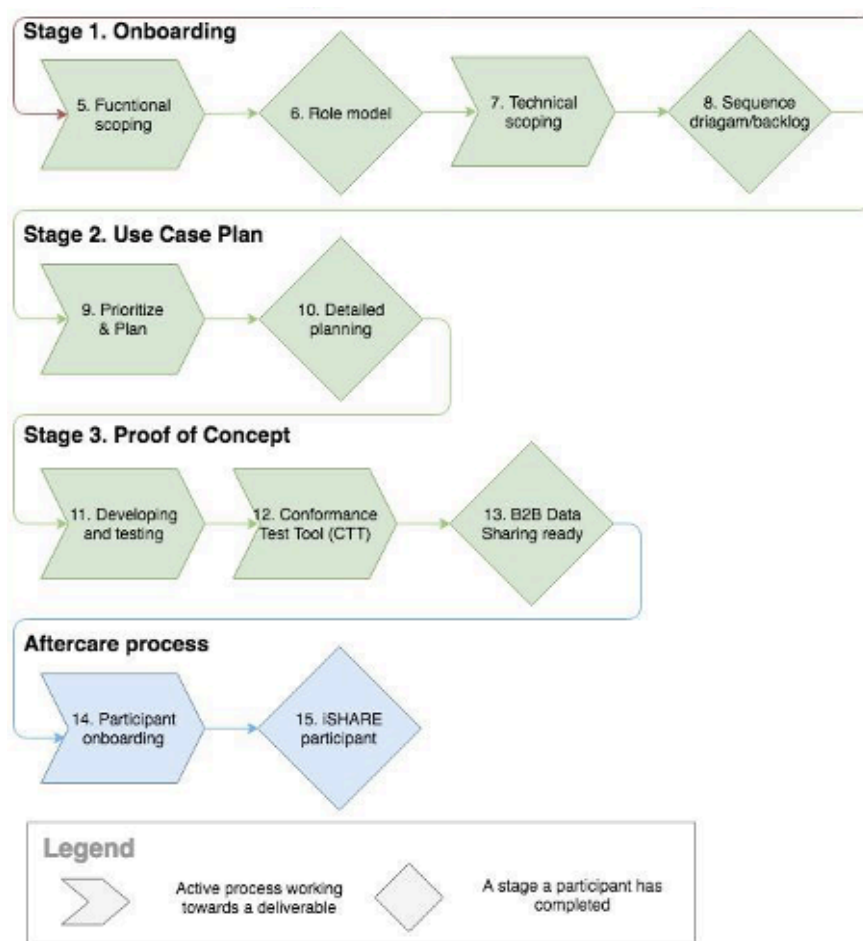


Figure 4 i4Trust B2B mentoring program

5.2 Payments arrangement

Bottom-Up Experiments will be granted with a lump sum. The grant will depend on the number of entities per consortium, as follows:

- Consortia with 4 members: up to €72.000
- Consortia with 5 members: up to €90.000
- Consortia with 6 members: up to €102.000
- Consortia with 7 or more members: up to €120.000

It will be up to the Bottom-Up Experiments partners to distribute the lump sum between them, accordingly with the tasks each third party has been assigned, and must be coherent with the implementation of the Uses Cases and the Individual Mentoring Plan, except for the DIHs where the maximum budget will be up to 18.000 EUR.

In the event that one or more SME/slightly bigger companies/DIH are selected to be part of more than one experiment, aforementioned entities must decide before the signing of the SGA, in which experiment they will receive the funds. At the same time, entities will be able to participate in the implementation of more selected experiments, without receiving funds.

The lump sum is a simplified method of settling expenses in projects financed from Horizon 2020 funds. It means that the grantee is not required to present strictly defined accounting documents to prove the cost incurred (e.g. invoices), but is obliged to demonstrate the implementation of the project in line with the milestones set for it. Simply speaking it means that we will assess your progress and quality of your work during Interim Reviews, not your accountancy. The milestones (deliverables, KPIs and ethical recommendations) will be fixed in the 'Individual Mentoring Plan' elaborated at the beginning of the programme.

The lump sum does not release you from the obligation to collect documentation to confirm the costs under relevant fiscal regulations.

5.3 Payments schedule

For sake of simplicity and transparency, the Financial Support will be paid based on the outcome of the Milestone Review against the 'Individual Mentoring Plan'.

PERCENT (%) OF SUB-GRANT	TIMELINE
15%	At the end of month 1 after validation of the Individual Mentoring Plan
15%	At the end of Stage 1 after validation of stage's deliverable
30%	At the end of Stage 2 after validation of stage's deliverable

40%

At the end of Stage 3 after validation of stage's deliverable

To all payments, a delayed payment mechanism will be applied. 5% of each tranche will be paid to the Beneficiaries once the i4Trust Mentoring Program is completed and all the milestones achieved by Beneficiary. This should happen 6 months after the project's end. The expected end of the i4Trust is September 2023.

6. Contact us

Where to find additional information:

i4Trust Website: <https://i4trust.org/>

i4Trust Community: <https://spaces.fundingbox.com/c/i4trust>

Open Call Application Platform: <https://i4trust-open-call.fundingbox.com/>

6.1 How can we help you?

6.1.1 Questions regarding our Open Call process

You can post your questions at Helpdesk space at <https://spaces.fundingbox.com/spaces/i4trust-open-call-helpdesk> or you can send us a message to opencall-help@i4Trust.org

In case of any technical issues or problems, please include the following information in your message:

- your username, telephone number and your email address;
- details of the specific problem (error messages you encountered, bugs descriptions, i.e. if a dropdown list isn't working, etc.); and
- screenshots of the problem.

6.1.2 Questions regarding i4trust enablers technologies

Resolution of questions will be handled following a multi-tier support:

- **Tier 0 - Self-help and user-retrieved information.** Users (SMEs) retrieve support information from i4Trust Community Portal and use the official help desk channel to send questions and requests to upper support tiers.
- **Tier 1 - Basic help desk resolution and service desk delivery.** Lower-level technical questions as well as non-technical questions will be solved by personnel from DIHs that have joined the i4Trust Community, trained to solve known questions whose answers have been documented, will attend the users requests. Personnel at this level are also responsible for gathering, according to defined scripts, all the info required for subsequent tiers. Support in this Tier is collaborative, so requests that arrive through the help-desk space can be self-assigned by any of the organizations that have joined this Support Tier and we allow that a given request is self-assigned (therefore answered) by several organizations. When a SME issues a request and they don't get satisfied with the answer they will be able to signal it (so that FF or iSF answer). If a request gets not self-assigned until a certain time, FF or ISF will self-assign it.
- **Tier 2 - In-depth business or technical support.** Ambassadors appointed for the corresponding DIH will attend locally the business requests which cannot be handled by Tier 1. LEBDs appointed for the corresponding DIH, trained with a deep knowledge of the B2B Data Sharing Enablers readiness, will attend locally the technical issues which cannot be handled by Tier 1. When a SME issues a request and they don't get satisfied with the answer they should be able to signal it (so that FF or iSF answer).
- **Tier 3 - Expert service support:** specialist provided by FF (including its Linked Third Parties) and ISF will solve requests which couldn't be handled in previous Tiers.

6.3 Complaints

If, after receiving the results of one of the evaluation phases (when foreseen), you consider that a mistake has been made, you can send us your complaint. To do so please send us your complaint in English by email to: opencall-help@i4Trust.org including the following information:

- your contact details (including email address),
- the subject of the complaint,
- information and evidence regarding the alleged breach.

You have 3 calendar days to submit your complaint starting from the day of becoming aware of the grounds for the rejection. We will review your complaint within no more than seven calendar days from its reception. If we need more time to assess your complaint, we will inform you by email about the extension.

We will not review anonymous complaints as well as complaints with incomplete information.

Please take into account that the evaluation is run by experts in Data Sharing as well as FIWARE technologies and iSHARE. We do not interfere with their assessment, therefore we will not evaluate complaints related to the results of the evaluation other than related to mistakes in the evaluation of the eligibility criteria.

7. Last but not least - final provisions

Any matters not covered by this Guide will be governed by Polish law and rules related to the H2020 and EU grants.

Please take into account that we make our best effort to keep all provided data confidential; however, for the avoidance of doubt, you are solely responsible to indicate your confidential information as such.

Your IPR will remain your property.

For the selected beneficiaries, the agreement will include the set of obligations towards the European Commission (for example: promoting the project and giving visibility to the EU funding, maintaining confidentiality, understanding potential controls by the EC/ECA and OLAF).

The i4Trust Consortium might cancel the call at any time, change its provisions or extend it. In such a case we will inform all applicants about such change. Signature of the agreement is an initial condition to establish any obligations among applicants and any Consortium partners (with respect to the obligation of confidentiality of the application).

Did not find what you were looking for? You may want to check our [Frequently Asked Questions Section](#).

8. Extra hints before you submit your proposal

This final section is just to highlight a few things that you should double check before submitting your proposal.

Is your project in line with what i4Trust is looking for? You are not sure? You can consult this [section](#) and this [one](#).

Did you present your project in a way that will convince evaluators? Not sure if you did? Go back to this [section](#).

Is your project fulfilling all eligibility requirements described in the Guide? Not sure? Check again this [section](#).

Are you sure you are able to cope with our process of the agreement signature and payment arrangements for selected proposals? You may want to go over this [section](#)

Did you check i4Trust Sub Grant Agreement Template? You didn't? Check it here

Do you need extra help? [Contact us](#)

Annex 1: Information Clause

Processing of personal data in 1st Open Call in i4Trust Project

CONTROLLER'S IDENTITY AND CONTACT DETAILS

The data controller is FundingBox Accelerator sp. z o.o. (Al. Jerozolimskie 136, 02-305 Warsaw, Poland). In all matters regarding personal data, you can contact us via: privacy@fundingbox.com.

PURPOSES, LEGAL BASIS AND PROCESSING PERIOD

The purpose and legitimate interest of processing	Legal basis for processing	Period
1) To run an Open Call and collect data necessary to evaluate applications submitted in the Open Call	Legitimate interest of FundingBox (based on Article 6, paragraph 1 (f) of GDPR) which is fulfilling the obligations and our other interests related to these purposes	6 years from the end of the year in which the Project ended
2) To realize the Project goals described in the Grant Agreement (e.g. communication, reporting, collaborating with other project partners)		
3) To consider potential complaints		

4) To possibly establish and enforce claims or defend against them		
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DATA RECEIVERS

Data controller will transfer personal data only to trusted recipients such as entities belonging to the FundingBox's capital group, IT service providers, accountants, law firms, postal and courier companies (who process personal data on the controller's behalf).

Due to the fact that we use the services of Google LLC, your data may be transferred to the USA. We have concluded an agreement with Google LLC - the so-called Standard Contractual Clauses. This means that in accordance with the decision of the European Commission No. 2010/87 / EU of February 5, 2010, your personal data may be processed by this company in the USA. More information about the decision at: <https://eur-lex.europa.eu/legal-content/PL/TXT/?uri=celex%3A32010D0087>

To realize the Project data can be transferred also to Project Partners (complete list of the project partners is available at the email address: privacy@fundingbox.com), European Commission and other affiliated entities.

RIGHTS OF DATA SUBJECT

Due to the fact that we process your personal data, you have the right to:

- 1) request access to your personal data,
- 2) demand the rectification of your personal data,
- 3) request to remove or limit the processing of your personal data,
- 4) complain with the supervisory authority (The President of the Personal Data Protection Office, Warsaw, Poland, <https://uodo.gov.pl/en>).

You also have a right to object to processing of your personal data (according to the Article 21 of GDPR).

INFORMATION ABOUT VOLUNTARY OR OBLIGATORY DATA PROVISION

Providing data is voluntary, although it is necessary to participate in the Open Call. Without providing your data, it is not possible to contact you and evaluate the application.

(Back Cover Template)

Guide for Applicants

Do you have questions or want to know more?

<< Contact Us >>

Founding Partners



i4Trust has received funding from the European Union's Horizon 2020 research and innovation programme under the Grant Agreement no 951975.

i4Trust - Data Spaces for effective and trusted data sharing

www.i4trust.org