Digital Ethics and LGBTQ+ Disparities Across Europe: Laws, Discrimination, and Regional Divides

Navigating LGBTQ+ Discrimination Across European Borders

Open Access and Digital Ethics, Monica Palmirani
Master's program in *Digital Humanities and Digital Knowledge*

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1. Introduction	2
2. Scenario	2
Key Focus Areas for the Project	2
Acknowledgment of Bias	3
3. Original dataset and mashup datasets	4
Datasets Overview	4
4. Quality analysis of the datasets	6
5. Legal analysis (privacy, license, purpose, etc.)	8
6. Ethics analysis	10
7. Technical analysis (formats, metadata, URI, provenance)	12
8.Mash up and catalogue:	13
9. Visualization	15
10. Sustainability of the update the datasets over the time	16
11. Bibliography	18

1. Introduction

Digital Ethics Across Europe (DEAE) is an end-of-course project for the exam *Open Access and Digital Ethics*, taught by Professor Monica Palmirani during the a.y. 2024/2025 at the University of Bologna, part of the Master's program in *Digital Humanities and Digital Knowledge*.

The projects aim is to analyse and explore digital ethics concerning LGBTQ+ treatment across EU countries. Compare if there is an ethical divide and treatment of LGBTQ+ between what may be considered western and eastern EU.

2. Scenario

The discrimination against LGBTQ+ people remains a pressing issue across Europe, affecting areas of life such as access to healthcare, employment, education and social inclusion in society.

This project seeks to investigate and analyze the disparities faced by LGBTQ+ communities in different European countries. We searched and found certain datasets which, when examined, uncover patterns of inequality and provide insights into how these challenges for LGBTQ+ individuals vary geographically. The ultimate goal is to bring awareness to the systemic barriers that hinder equality. We aim to contribute to ongoing discussions about fostering inclusivity and ensuring equal rights for all individuals, regardless of sexual orientation or gender identity.

Key Focus Areas for the Project

Laws and Policies

This project delves into the diverse legal landscape for LGBTQ+ individuals across Europe. Legal frameworks regarding marriage equality and adoption rights have been analyzed to assess the progress made towards equality and highlight the disparities in legal protections, identifying areas where rainbow families are guaranteed equal rights as traditional families and where further reforms are still necessary.

Discrimination Data

Extensive datasets have been examined to uncover patterns of discrimination related to sexual orientation, gender identity, and intersex status. This analysis covers a range where discrimination takes place, including workplaces, healthcare system, and educational institutions. Public opinion and citizens'

perceptions of granting equal rights to the LGBTQ+ community have also been considered as key indicators of LGBTQ+ inclusion across Europe, influencing levels of discrimination.

Regional Comparisons

The project brings attention to divides across more western and eastern Europe. Emphasizing differences in laws, policies, and social attitudes towards LGBTQ+ rights and inclusion. By comparing data from different geographical regions, we seek to uncover how cultural and political factors shape the experiences of LGBTQ+ individuals. These comparisons offer a deeper understanding of regional disparities and may help guide a needed change in the EU.

Acknowledgment of Bias

Be it comparative or scholarly, we know that no project is entirely free of bias. We do our best to maintain neutrality, but we have to note the limitations of our methodology which include possible data gaps, cultural perception gaps, and the effects of prior biases in the interpretation of historical and modern instances of discrimination. Additionally, we recognize that some regions will have more or better data than others, which will affect the scope of our analysis. Also, some datasets might contain the opinions or interests of some particular society/institution which may lead to unfounded conclusions. Furthermore, the interpretation and implementation of our results might differ across European regions due to the cultural contexts and legal environments. By overtly tackling these issues, we hope to increase the level of openness, modesty of thought, and foster dialogue.

3. Original dataset and mashup datasets

Datasets Overview

Our project relies on a **diverse range of datasets** to explore and analyze the discrimination faced by LGBTQ+ individuals across Europe. These datasets provide insights into the **societal**, **legal**, and **individual challenges** that LGBTQ+ community encounters. Below is an outline of the resources we used:

1. Discrimination in the European Union

The data collected captures views regarding discrimination in the various EU nations. More than half of the respondents claim a form of discrimination is widespread for reasons including gender identity, sexual orientation, ethnicity, and skin color. It also addresses the issues of where the discrimination or harassment takes place more frequently including public places as well as employment sectors.

Source: Eurobarometer Survey

2. EU LGBTIQ Survey III

The European Union Agency for Fundamental Rights FRA undertakes surveys every four to five years to concentrate on the experiences of discrimination, harassment, and inequality among LGBTQ+ individuals within the EU, providing great details for country comparisons. The latest survey from 2023 was chosen for the project.

Source: FRA LGBTIQ Survey III

3. Rainbow Europe

This database measures the legal, political, and human rights standings of LGBTQ+ community across Europe. Reviewing the index it comes out that these disparities are extensive with regards to equality and inclusion in EU regions. It focuses on indicators like same-sex marriage legalization, anti-discrimination provisions, gender identity legislation, and hate crime protections. This shows the sharp contrast between the more liberal Western Europe and the traditional Eastern Europe.

Source: Rainbow Europe

4. Database on Laws and Families

The dividing lines within the EU are subtle at times, and at other times quite harsh. This gap is

especially present on the global perception of family in the European Union; this is one of the perspectives which, while potentially shedding light on a new point of view and changing the world perception of the norms of family and marriage in Europe.

Source: Laws and Families Project

4. Quality analysis of the datasets

A quality analysis of our source datasets was performed following the <u>Italian National Guidelines</u> ("Linee guida nazionali per la valorizzazione del patrimonio informativo pubblico"), which suggest to evaluate four key characteristics of open data:

Completeness: data is exhaustive for all expected values and related entities.

Accuracy (syntactic and semantic): data and its attributes correctly represent the real value of the concept or event they refer to.

Coherence: The data and its attributes do not contradict other data within the administrative context.

Timeliness (or update frequency): data and its attributes are up-to-date.

Discrimination in the European Union

<u>Completeness of the scheme:</u> no missing values. The dataset includes scores for all European countries. <u>Accuracy:</u> No syntactic, semantic, contradiction errors are present.

<u>Timeliness:</u> the data was updated between the 11th of April and the 16th of May. It is part of a series of Eurobarometer surveys examining discrimination, with previous surveys conducted in 2006, 2009, 2012, 2015 and 2019. Average update frequency 3/4 years.

EU LGBTIQ Surveys

Completeness of the scheme: The database is generally complete. In cases where questions are addressed to specific social groups, there are instances of missing values for certain countries due to the sample size being under 20 unweighted observations. 5/6. One of the elements associated with each record is notes about values: if values are present, there are usually no notes; if values are missing, the notes provide explanations for the lack of data. The survey is well-representative of the LGBTQ+ community, taking into account a wide range of sexualities and gender identities. Some countries lack data on certain categories of members due to small sample sizes.

<u>Accuracy:</u> No syntactic, semantic, contradiction errors are present.

<u>Timeliness:</u> the data was updated on 28th June 2024. Data was collected in 2023 and published in 2024. This is the third iteration of the EU LGBTIQ Survey of the European Union Agency for Fundamental Rights (FRA). Previous surveys were conducted in 2012 and 2019. Average update frequency - 5/6 years.

Rainbow Europe

<u>Completeness of the scheme:</u> no missing values. The dataset includes scores for all European countries. The survey is well-representative of the LGBTQ+ community, taking into account a good range of sexualities and gender identities (Lesbian, Gay, Bisexual, Transgender, Intersex people)

<u>Accuracy:</u> No syntactic errors are present - The Rainbow Europe dataset appears accurate and well documented, with a clear methodology accessible via their website. Additionally no semantic or contradiction errors present.

<u>Timeliness:</u> the data was updated in May 2024. The data reflects the legal and policy situation in 2024, ensuring up-to-date relevance. It was published annually during the week of May 17.

Database on Laws and Families

<u>Completeness of the scheme:</u> The database only provides 20 EU countries and UK. For these countries, it's generally complete however the data stopped being logged from 2016 until now. In certain table cells ,the data is missing, probably indicating that there was nothing to log that year. It is indicated by "?". the data contains countries that allow certain relationships between same-sex and different sex people up untill 2016.

<u>Accuracy:</u> No syntactic, semantic, contradiction errors are present.

<u>Timeliness:</u> the data was updated between 1989 to 2016. The data was compiled in early 2016 in Paris. Dataset was not being updated. It was released once in early 2016.

5. Legal analysis (privacy, license, purpose, etc.)

In this section we'll provide abstracts for all the datasets based on legal analysis. A full and more in depth analysis is available on the website as well as in the provided sheets.

Discrimination in the European Union

Legal analysis of the Eurobarometer dataset explores discrimination in the European Union. It showcases its observance to privacy, intellectual property, accessibility regulations. The dataset is compliant with Regulation (EU) 2016/679 (GDPR). It is ensured that no personal or indirectly identifiable data are present. Sensitive information: sexual orientation, gender identity, and social status are presented only in simple form. It doesn't include any connection to individuals. Anonymization techniques are present. To safeguard privacy random sampling and structured data aggregation, are employed. The dataset's intellectual property rights are managed by the European Commission, which serves as the owner and Controller, while subcontracted organizations like Kantar Public act as Processors. Released under an open data license (CC0), the dataset complies with jurisdictional requirements and avoids unauthorized use of third-party data. It seems it does not explicitly include a clause prohibiting re-identification of individuals. Regarding accessibility, the dataset aligns with the European Commission's communication and research objectives, ensuring relevance to its institutional competences. It complies with national and international legal standards, including GDPR, PSI Directive, and INSPIRE Directive. Free of charge, the dataset includes mechanisms for updates and announcements to inform users of changes.

EU LGBTIQ Surveys

EU LGBTIQ Survey III dataset, created by the European Union Agency for Fundamental Rights, observes strict privacy and legal standards under Regulation (EU) 2016/679 (GDPR). The dataset is anonymized meaning directly identifying individuals is almost impossible. It contains sensitive information on sexual orientation, gender identity, and social status. To reduce the risk of deanonymization measures like data anonymization, structured sampling, and adherence to the principles of singling out, linking out, and inference out do try to ensure privacy. The dataset complies with GDPR requirements and is stored within EU jurisdictions. Thus ensuring territorial compatibility with privacy regulations. Released under an open data license, the dataset is free from third-party licenses or patents, and its licensing aligns with FRA's Intellectual Property Rights policies. It is updated and made accessible via the FRA and European

Commission open data portals. Mechanisms are in place to inform users of updates. This dataset is integral to the FRA's mission to monitor and analyze discrimination in the EU.

Rainbow Europe

The Rainbow Europe dataset, managed by ILGA-Europe, complies with all relevant legal standards, ensuring transparency, accessibility, and adherence to data protection regulations. The dataset contains non-personal data, free of direct or indirect personal identifiers, and does not involve any sensitive information as defined under Article 9 of the GDPR. Privacy risks are mitigated through compliance with privacy-by-design principles, including secure storage within EU member states and adherence to GDPR regulations. ILGA-Europe owns and generates the dataset, ensuring intellectual property rights compliance and no reliance on third-party data. The dataset is distributed under an open data license, promoting accessibility. Regular updates are implemented to maintain relevance, with users informed of updates through official channels. The dataset aligns with public interest objectives, offering comprehensive insights into LGBTQ rights across Europe.

Database on Laws and Families

The Laws and Families dataset is a resource that explores legal family structures across European countries. It follows the privacy standards established by Regulation (EU) 2016/679 (GDPR) by excluding personal data and ensuring that no indirect or sensitive data can be used to identify individuals. To reduce the risk of deanonymization measures like data anonymization, structured sampling, and adherence to the principles of singling out, linking out, and inference out do try to ensure privacy. The dataset is stored within the European Union, ensuring adherence to EU regulations. It should be free from third-party licenses or patents. Ownership and management are handled by its creators, all intellectual property and licensing policies are met. Released under an open data license, the dataset supports free public access and compliance with legal requirements. The dataset ensures its accuracy for use in legal, academic, and policy research.

6. Ethics analysis

In this section we'll provide abstracts for all the datasets based on legal analysis, created following the guidelines from DataEthics.eu. A full and more in depth analysis is available on the website as well as in the provided sheets.

Discrimination in the European Union

Analysis of the Discrimination in the European Union dataset brings attention to its key principles: data ethics, prioritizing privacy, transparency, and user protection. The dataset seems to follow privacy by design principles, with anonymization being implemented. End to end encryption is also present. It avoids using personal data, individual-level behavior predictions. Data is processed and stored entirely within the European Union, following GDPR and ensuring no data transmission occurs outside the EU boarders. The dataset doesn't involve artificial intelligence or data enrichment from external sources. It avoids the use of third-party cookies, social media tracking tools, or external analytics (google analytics). Thus ensuring no data is being shared with third parties. Ethical management is enforced in the European Commission's practices. It is supported by audits, training, compliance checks. Platforms used for engagement by the general public are moderated to remove sensitive data. Thus ensuring compliance with established guidelines. By following these ethical standards, the dataset ensures that its use avoids discrimination, respects user privacy, and upholds fairness and transparency as well as addressing issues of discrimination in the EU.

EU LGBTIQ Surveys

The ethical evaluation of the EU LGBTIQ Survey III dataset does indicate a commitment to safeguard privacy, transparency, and accountability. The dataset follows privacy by design principles, ensuring all data is anonymized upon collection. Data protection with encryption is also present. No personal or identifiable data is included in compliance with GDPR regulations. Data storage and processing are limited to EU Member States, without transmission to non-EU countries. The dataset does not employ profiling, individual-level predictions, or behavioral design. Instead focusing solely on analyzing patterns. No artificial intelligence or machine learning is used in the survey's processing. The European Union Agency for Fundamental Rights enforces establishing guidelines, audits, and compliance measures. Public engagement is monitored ensuring no leakage of sensitive data. The dataset doesn't use third-party

cookies, social media logins, or tracking tools. This analysis highlights the FRA's ethical approach to data collection and usage. Ensuring privacy and non-discrimination of the LGBTIQ community in EU.

Rainbow Europe

The analysis of the Rainbow Europe dataset brings attention to its commitment to fundamental data principles, including privacy, transparency, and accountability. The dataset does not process identifiable personal data. Ensuring anonymization when collecting to protect individuals' privacy. Data processing occurs within the European Union. Adhering to regional privacy regulations. No profiling, artificial intelligence is used and data analysis focuses on patterns rather than individual behaviors. The dataset does not rely on third-party cookies, social media logins, or tracking tools. It does not enrich data through external sources, ensuring that users' data remains protected. Ethical practices are present and enforced within the organization managing the dataset. It conducts audits and compliance checks to uphold ethical standards. The dataset provides quality and equality ensuring it does not lead to discrimination or expose vulnerabilities. Public platforms used for engagement are moderated to remove sensitive data. The Rainbow Europe dataset reflects a strong commitment to ethical data management, while providing valuable insights into LGBTQ+ rights across Europe.

Database on Laws and Families

The LawsAndFamilies dataset complies with rigorous ethical standards, focusing on privacy, transparency, and accountability. No identifiable personal data is processed or stored. Thus ensuring strict following to privacy-by-design principles. Data is anonymized upon collection and is not enriched with external sources. The dataset does not engage in profiling, behavioral predictions, or artificial intelligence learning. All data is stored within EU borders. No transmission or processing of this data is happening outside of the EU. The dataset doesn't use of third-party cookies, social media logins, or tracking tools (Google Analytics). Thus ensuring that no user behavior is monitored or shared with third parties. Data ethics are present within the structure. Various audits and compliance are done in order to checks to ensure the following of guidelines are done. Transparency is maintained through public moderation practices, ensuring sensitive information is not exposed. Ethical guidelines are present ensuring data use does not lead to discrimination or exploitation of vulnerabilities. External auditing of data processing reinforces the commitment to accountability. LawsAndFamilies dataset adheres to robust ethical principles by ensuring privacy, transparency, and fairness in data management practices.

7. Technical analysis (formats, metadata, URI, provenance)

Detailed dataset formats, metadata, and integration methods.

Italian National Guidelines ("Linee guida nazionali per la valorizzazione del patrimonio informativo pubblico"), section about standards formats for open data.

https://docs.italia.it/italia/daf/lg-patrimonio-pubblico/it/bozza/arch.html#formati-aperti-per-i-dati-e-documenti https://docs.italia.it/italia/daf/lg-patrimonio-pubblico/it/stabile/modellometadati.html

Discrimination in the European Union

Format: PDF, XSLX

Metadata: Is provided (RDF/XML, Turtle Notation3, N-Triples, JSON-LD). It provides titles and descriptions of the files, a unique identifier which points to the file download link, the reuse license (dct:license), the file format, when the dataset was first issued and when it was modified (if necessary) and the languages.

URL: https://europa.eu/eurobarometer/surveys/detail/2972

Provenance: European Commission - Eurobarometer

EU LGBTIQ Surveys

Format: HTML, CSV, RDF, XSLT

Metadata: Are not present.

URL: https://fra.europa.eu/en/publications-and-resources/data-and-maps/2024/eu-lgbtig-survey-iii

Provenance: European Union Agency for Fundamental Rights

Rainbow Europe

Format: PDF, XLS, PNG, PPT

Metadata: Are not present.

URL: https://rainbowmap.ilga-europe.org/

Provenance: Rainbow-map - ILGA Europe

Database on Laws and Families

Format: PDF, XLS

Metadata: The website does not explicitly discuss metadata or provide an overt metadata schema. However, the presence of structured filters, organized visualizations, and comparative analysis strongly suggests the underlying use of metadata.

URL: https://lawsandfamilies-database.site.ined.fr/en/legal-project/interactive-database//#tab-question

Provenance: the Institut national d'études démographiques and Leiden University

8. Mash up and catalogue:

We selected a series of relevant datasets for examining the experiences of LGBTQ+ people across Europe. This section explains how each datasets was created and what data cleaning and integration operations performed to ensure data consistency and alignment with the focus of our analysis.

Discrimination in the European Union: this dataset contains relevant information regarding discrimination on the basis of race, ethnicity, religion, sexual orientation and gender identity. To align with the focus on the LGBTQ+ community. Since the primary focus of DEAE is on LGBTQ+ people, the information provided in the XLSX file were filtered to retain only sheets with questions and answers related to the treatment, perception and equal rights of this community.

EU LGBTQ Survey III: the FRA platform allows users to download individual files for each survey question. To create a comprehensive dataset that includes the percentages of discrimination experienced by LGBTQ+ individuals in different areas of life, mash-up operations were performed using KNIME. Four CSV files from the original source were selected: one file provided data on discrimination levels experienced over the 12 months preceding the survey, while the other files contained information about specific areas where discrimination occurred (employment, healthcare, and educational institutions). The dataset resulting from the mash-up has one row for each country and columns for each survey question. Each intersection shows the percentage of respondents who reported experiencing discrimination in that specific area.

Rainbow Europe: this platform contains a good amount of datasets that assess the current living conditions of LGBTQ+ people across Europe. A dataset, in CSV format, focusing on the status of marriage and adoption rights for rainbow families was selected to have up-to-date information about the current situation in Europe.

Database on Laws and Families: Since the database's data can be accessed either by jurisdiction or by legal question, we decided to focus on the latter option, in order to obtain data about certain regulations in multiple European countries. Two XLSX files were obtained from the platform: one containing information on marriage regulations and the other on adoption laws, both covering the period from 1989 to 2016. This

approach allowed us to examine past contexts, assess the progress made up until the present, and identify areas where further advancements are still needed for the future. The two files were then merged using KNIME to include all the information into a single dataset.

All the datasets included in the final DEAE catalog are available in two formats, CSV and JSON, to ensure interoperability.

9. Fair principles and metadata:

<u>FAIR principles</u> were followed to improve the findability, accessibility, interoperability, and reuse of data.

Findable:

- All datasets and the catalogue itself have been described with machine-readable metadata,
 following the <u>DCAT Application profile for data portals in Europe (DCAT-AP)</u>, a specification based
 on the <u>Data Catalog Vocabulary (DCAT)</u> for describing public sector datasets in Europe.
- Catalog and datasets are assigned with a unique and persistent identifier.
- Dataset identifiers are mentioned in the metadata to explicitly establish the association between the data and their description.

Accessible:

- Metadata are retrievable by their identifier with a open, free, and standardised communications protocol
- Metadata are accessible, even when the data are no longer available.

Interoperable:

- Metadata are machine-readable and represented in the RDF standardized knowledge representation language, in Turtle format.
- Controlled vocabularies were used to ensure coherence and adherence to EU themes classification standards: catalogue's themes are defined with terms from the MDR data themes vocabulary, while subjects are described using keywords from <u>EuroVoc</u>, EU's multidisciplinary thesaurus.

Reusable:

- Data is released with a clear and accessible license, <u>CC by 4.0</u>, which allows sharing, adapting, and using the material for any purpose, as long as appropriate credit is given, a link to the license is provided, and any changes are indicated.
- Information about provenance, acknowledgement and workflows are all included in the project documentation.
- Datasets and metadata adhere to community standards: the data are organized in a standardized way, use well-established and sustainable file formats, and the metadata follow current guidelines for data description.

9. Visualization

Various graphic representations have been employed to analyze and illustrate key aspects related to the experiences of the LGBTI+ community in Europe. These visualizations focus on multiple dimensions, including:

- Levels of Discrimination perceived by members of the community in different areas of life
- Attitudes of the general public towards LGBTI+ individuals
- Legal status and rights associated with gay marriage, cohabitation, adoption, and other issues

Bar charts created using *Charts.js* have been used to present the data on discrimination, while a map shows how the legal status of gay people has changed during the years.

10. Sustainability of the update the datasets over the time

This section of our group project assesses the sustainability of these four data sets, by examining the accessibility and relevance of each data set, to both our group project and to the pursuit of improving LGBTQ+ lived realities.

1. LawsAndFamilies Database

The database covers 50 years of legal development, focusing on 69 issues, in 21 European countries,

It is free and available to access online, enabling researchers, advocacy groups, and policymakers, to utilise this data effectively. Despite this however, some issues arise regarding its relevance. Whilst the dataset does provide a historical account, it has not been updated since 2016. This places limitations on its timeliness and ongoing relevance. As laws regarding LGBTQ+ rights, particularly in family contexts, are changing frequently, the dataset is limited in providing an accurate, up to date reality of legal recognitions of same sex families. For this dataset to be more sustainable, it would need more consistent and regular updates. To bridge this gap in our project however, we utilised the Rainbow Europe Map as it provides data on 49 European countries, highlighting the percentages of their human rights legislative realities through examining direct laws and policies that impact LGBTI individuals.

2. Rainbow Europe Map

The Rainbow Europe map was created by ILGA-Europe, and functions to annually rank 49 European countries on a scale between 0% and 100%, reflecting whether a country is in mass violation, or in full support of human rights and equality. it is free and available to access online, enabling researchers, advocacy groups, and policymakers, to utilise this data effectively

When evaluating the dataset's sustainability, we can see it is very sustainable as it updates annually, providing a timeliness account of each country's percentage that monitors current progressions and highlights areas that require attention. However, as the Rainbow Map focuses on Legislation, it lacks grassroots-level data, including factors such as LGBTQ+ lived realities and experiences. To bridge this gap we chose to include LGBTQ+ surveys.

3. Discrimination Survey (Eurobarometer)

The Eurobarometer Discrimination Survey provides a great insight into the public attitudes and lived experiences regarding discrimination in the European Union, including the LGBTQ+ community.

The Eurobarometer Discrimination Survey is sustainable as it is conducted frequently, providing an up to date evaluation of societal attitudes towards LGBTQ+ realities. It is free and available to access online, enabling researchers, advocacy groups, and policymakers, to utilise this data effectively. It also promotes greater transparency and accountability regarding LGBTQ+ issues, enabling groups such as NGOs, government bodies, and academics to utilise this data in investigating, addressing, and mitigating these challenges.

4. LGBTIQ Survey III

The EU LGBTIQ Survey III, conducted by the Fundamental Rights Agency, provides insights into the first-hand accounts of lived experiences of discrimination, social exclusion, and violence, of LGBTQ+ individuals across Europe.

The EU LGBTIQ Survey III is free and available to access online, providing greater transparency into the lived realities of LGBTQ+ individuals in Europe. The open and free nature of this data set gives access to researchers, advocacy groups, and policymakers, to utilise this data in understanding and addressing LGBTQ+ issues. The dataset could be more sustainable if it was conducted more frequently, as previous surveys were conducted in 2012 and 2019. This would allow for greater insights into the rapidly changing social and political realities of LGBTQ+ individuals and communities.

Conclusions

In conclusion, the four datasets we have chosen for our group project are relatively sustainable, with all four being free and available to access online, further improving the transparency, accountability, and accessibility for LGBTQ+ issues in Europe. This is because their open access allows for engagement with the data to flow without financial or geographical barriers, and for groups such as academics, NGOs, government bodies, researchers, and students such as ourselves, to access and utilise this data to gain a greater understanding of LGBTQ+ realities in Europe. To improve the sustainability of these datasets however, the LawsandFamilies Database and the EU LGBTIQ Survey III needs to be updated more

frequently to provide greater insight into current realities for LGBTQ+ individuals, families, and communities in Europe. We however bridged this gap in our project by utilising the Rainbow Europe Map and the Discrimination Survey (Eurobarometer), which both provided more up to date data regarding legislative progress towards full human rights and equality, and societal attitudes and experiences surrounding LGBTQ+ issues in Europe.

11. Bibliography

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