

(English version)

**Question for written answer E-000799/26
to the Commission
Željana Zovko (PPE)
(25 February 2026)**

Subject: Adherence to the principle of multilingualism in the EU institutions' digital communications

Multilingualism is one of the fundamental principles of the EU and a cornerstone of its democratic legitimacy and accessibility to citizens. The aim of the multilingualism policy is to facilitate communication with citizens in their mother tongue, protect Europe's linguistic diversity and promote language-learning.

The right of EU citizens to contact the EU institutions in any of the 24 official languages and receive a reply in that language is enshrined in the Charter of Fundamental Rights of the EU. What is more, Article 342 TFEU and Regulation No 1 establish that all official and working languages of the EU institutions are equal.

Despite this legal framework, in practice, content on the websites of the Commission and Parliament is often not available in Croatian, except via machine translation. This is the case not only for general information, but also for some documents of direct interest to citizens.

Could the Commission therefore answer the following:

1. What specific measures is it taking to ensure the systemic availability of official content in Croatian?
2. What are the most common reasons why content is made available only via machine translation for certain languages, including Croatian, while official translations are available in others?
3. Is it planning additional steps to ensure strict adherence to the principle of multilingualism in digital communication with citizens?

Submitted: 25.2.2026

**Answer given by President von der Leyen on behalf of the European Commission
(11 June 2026)**

In line with Regulation No 1 from 1958 ⁽¹⁾, EU legislation is published in all EU official and working languages and natural and legal persons can write to the Commission in all of them, including Croatian, and will receive a reply in the same language.

On its main website ⁽²⁾, the Commission provides information in all EU official languages, including Croatian. Practical information on citizens' rights and administrative and legal procedures is also provided in all EU official languages ⁽³⁾, including Croatian.

When information is particularly relevant for speakers of a specific language, it is usually drafted and published in that language or translated into it. In such instances, other languages may be provided through machine translation. An example of this is the website of the Commission's Representation in Croatia ⁽⁴⁾, where the content is drafted and published in Croatian.

This balanced approach ensures that the Commission's online communication with citizens fully adheres to the principle of multilingualism.

⁽¹⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:01958R0001-20130701>.

⁽²⁾ <https://commission.europa.eu>.

⁽³⁾ <https://european-union.europa.eu>, <https://europa.eu/youreurope> or <https://e-justice.europa.eu>.

⁽⁴⁾ <https://croatia.representation.ec.europa.eu/>.