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4.9 Access to information

EU+ countries strengthened and adapted their practices to ensure that asylum applicants have effective access to information and procedural fairness. Efforts focused on using new technologies; establishing alternative channels for the dissemination of information; and raising awareness through electronic communication tools, such as online platforms and hubs, mobile applications and social media channels. Many countries developed dedicated hotlines and revamped existing websites to ensure that information was available in many languages. The information made available includes aspects of the asylum procedure, everyday life in the host country, integration, return and updates on COVID-19-related measures.

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