

Observatory on the Protection of Taxpayers' Rights

Below you will find a questionnaire filled in by Fatima Chaouche, Referendary at the *Luxembourg Administrative Court* and National Reporter of Luxembourg.

This set of questionnaires comprise the National Reporter's assessment on the country practice during 2019 in the protection of taxpayers' rights (Questionnaire # 1), and the level of fulfilment of the minimum standards and best practices on the practical protection of taxpayers' rights identified by Prof. Dr. Philip Baker and Prof. Dr. Pasquale Pistone at the 2015 IFA Congress on "The Practical Protection of Taxpayers' Fundamental Rights" (Questionnaire # 2). These questionnaires were filled in considering the following parameters:

- 1. For Questionnaire # 1, an assertive assessment (yes/no) was required on the effective implementation in domestic law of 82 legal safeguards, guarantees and procedures relevant in 12 specific areas for the practical protection of taxpayers' rights, as identified by Baker & Pistone in 2015. This line of questioning aims to get an overview of the state of protection of taxpayers' rights in the country in 2019.
- 2. For Questionnaire # 2, an impartial, non-judgmental evaluation was required on the developments, either of improvement or of decline, in the level of realisation of 57 minimum standards and 44 best practices, distributed into 87 benchmarks for the practical protection of taxpayers' rights. In this regard, a summary of events occurred in 2019 (legislation enacted, administrative rulings, circulars, case law, tax administration practices), that serve as grounds for each particular assessment, was also required.

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IBFD Observatory on the Protection of Taxpayers' Rights

Dear National Reporter,

On behalf of Prof. Dr. Philip Baker and Prof. Dr. Pasquale Pistone, I would like to thank you for your participation in the IBFD's Observatory on the Protection of Taxpayers' Rights (OPTR).

As you are aware, the OPTR aims to keep track of the developments in the practical protection of taxpayers' rights around the world. We intend to do so through the valuable and timely information you are kindly supplying, as member of your country's group of experts. Practitioners, tax authorities, academics and the judiciary of each surveyed country form national groups, to obtain a neutral, balanced report on the situation of taxpayers' rights in these countries.

Following you will find two questionnaires, of twelve sections each, aiming to compile relevant information regarding the level of practical implementation of the minimum standards and best practices of 12 taxpayers' rights, as identified by Prof. Dr. Baker and Prof. Dr. Pistone in Basel, 2015. We kindly ask you to fill them out completely, according to the instructions provided at the beginning of each questionnaire.

We would be very grateful if you submit us this questionnaire, duly filled out, by no later than 17 January 2020. We remain at your disposal for any clarification you may need.

We look forward to your valuable contribution to what we believe is an extraordinary project!

Kind regards,

Prof. Dr. Carlos E. Weffe Managing Editor IBFD Observatory on the Protection of Taxpayers' Rights.

* Better if filled in using Google Chrome © or Mozilla Firefox ©

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| Name: * |
|-------------------------------|
| |
| CHAOUCH |
| |
| Country: * |
| Luxembourg |
| |
| |
| Affiliation * |
| Taxpayers / Tax Practitioners |
| Tax Administration |
| Judiciary |
| (Tax) Ombudsperson |
| Academia |
| Other: |
| |

Questionnaire 1 - Country Practice

Instructions:

- 1. Please answer all questions. The form will not allow you to continue/submit your responses until you have answered all questions.
- 2. For assertive questions, please answer with "yes" or "no" by clicking on the corresponding button.
- 3. For questions that require you to specify a period of time (namely, Q. 23 and Q. 44), please select the time applicable in your country to carry out the procedures indicated in the questions in practice, within the options provided.
- 4. For questions with more than one possible answer (namely, Q. 56), please check all necessary boxes to reflect better the practical situation of your country regarding the issue, by clicking on them.
- 5. When completed, please submit the survey.
- 6. Once you have submitted the survey, you will receive an email acknowledging your participation in the OPTR and providing a backup of your answers.
- 7. The email will also include an "edit your survey" link, in case you want to modify any of your answers. You will receive this email every time you submit partial responses.
- 8. An option to guit the survey and save your answers is provided at the end of each section.

| 9. If answering partially, please select "Yes" at the end of the section in which you are to submit your partial answers to the survey. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this survey. |
|--|
| 10. For editing your answers, please use the last "edit your response" link provided to you via email. Please bear in mind that this is the only way the system will acknowledge your previous answers. If you use a link other than the last one provided, some (or all) changes might not be retrieved by the system. |
| 11. When clicking on the last "edit your response" link, the system will lead you to the front page of the survey. Click on "Next" as many times as needed to get to the section you want to continue in. Once you have reached said section, please remember to change your answer to the question "Do you want to save your results and quit?" to "No", in order to be able to continue. |
| I. Identifying taxpayers and issuing tax returns |
| 1. Do taxpayers have the right to see the information held about them by the tax authority? * |
| Yes |
| ○ No |
| 2. If yes, can they request the correction of errors in the information? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| 3. In your country, is there a system of "cooperative compliance" / "enhanced relationship"which applies to some taxpayers only? * |
| Yes |
| |
| No |

| 4. If yes, are there rules or procedures in place to ensure this system is available to all eligible taxpayers on a non-preferential/non discriminatory/non arbitrary basis? * |
|---|
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| 5. Is it possible in your country for taxpayers to communicate electronically with the tax authority? * |
| Yes |
| ○ No |
| 6. If yes, are there systems in place to prevent unauthorised access to the channel of communication? * |
| Yes |
| ○ No |
| 7. Are there special arrangements for individuals who face particular difficulties (e.g. the disabled, the elderly, other special cases) to receive assistance in complying with their tax obligations? * |
| Yes |
| No |

| Do you want to save your results and quit? * |
|---|
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| II. The issue of tax assessment |
| 8. If a systematic error in the assessment of tax comes to light (e.g. the tax authority loses a tax case and it is clear that tax has been collected on a wrong basis), does the tax authority act ex officio to notify all affected taxpayers and arrange repayments to them? * |
| Yes |
| No |
| |
| 9. Does a dialogue take place in your country between the taxpayer and the tax authority before the issue of an assessment in order to reach an agreed assessment? * |
| |
| before the issue of an assessment in order to reach an agreed assessment? * |
| before the issue of an assessment in order to reach an agreed assessment? * Yes |
| before the issue of an assessment in order to reach an agreed assessment? * Yes No |
| before the issue of an assessment in order to reach an agreed assessment? * Yes No No 10. If yes, can the taxpayer request a meeting with the tax officer? * |
| before the issue of an assessment in order to reach an agreed assessment? * Yes No 10. If yes, can the taxpayer request a meeting with the tax officer? * Not applicable (click here if you answered "No" to the previous question) |

| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. Yes |
|---|
| No |
| III. Confidentiality |
| 11. Is information held by your tax authority automatically encrypted? * |
| ○ Yes |
| No |
| 12. Is access to information held by the tax authority about a specific taxpayer accessible only to the tax official(s) dealing with that taxpayer's affairs? * |
| ○ Yes |
| No |
| 13. If yes, must the tax official identify himself/herself before accessing information held about a specific taxpayer? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| No |

| 14. Is access to information held about a taxpayer audited internally to check if there has been any unauthorised access to that information? * |
|---|
| Yes |
| ○ No |
| 15. Are there examples of tax officials who have been criminally prosecuted in the last decade for unauthorised access to taxpayers' data? * |
| Yes |
| ○ No |
| 16. Is information about the tax liability of specific taxpayers publicly available in your country? * |
| Yes |
| No |
| 17. Is "naming and shaming" of non-compliant taxpayers practised in your country? * |
| Yes |
| No |
| |

| 18. Is there a system in your country by which the courts may authorise the public disclosure of information held by the tax authority about specific taxpayers (e.g. habeas data or freedom of information? * |
|--|
| Yes |
| No |
| 19. Is there a system of protection of legally privileged communications between the taxpayer and its advisors? * |
| Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| Yes |
| O No |
| 20. If yes, does this extend to advisors other than those who are legally qualified (e.g. accountants, tax advisors)? * |
| Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| No |
| |

| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
|--|
| Yes |
| No |
| IV. Normal Audits |
| 21. Does the principle audi alteram partem apply in the tax audit process (i.e. does the taxpayer have to be notified of all decisions taken in the process and have the right to object and be heard before the decision is finalised)? * |
| Yes |
| O No |
| 22. Are there time limits applicable to the conduct of a normal audit in your country (e.g. the audit must be concluded within so many months? * |
| ○ Yes |
| No |
| 23. If yes, what is the normal limit in months? * |
| There is no limit (click here if you answered "No" to the previous question) ▼ |

| 24. Does the taxpayer have the right to be represented by a person of its choice in the audit process? * |
|--|
| Yes |
| ○ No |
| 25. May the opinion of independent experts be used in the audit process? * |
| Yes |
| ○ No |
| 26. Does the taxpayer have the right to receive a full report on the conclusions of the audit at the end of the process? * |
| Yes |
| ○ No |
| 27. Does the principle ne bis in idem apply to tax audits (i.e. that the taxpayer can only receive one audit in respect of the same taxable period)? * |
| Yes |
| ○ No |
| |

| 28. If yes, does this mean only one audit per tax per year? * |
|--|
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| No |
| |
| 29. Are there limits to the frequency of audits of the same taxpayer (e.g. in respect to different periods or different taxes)? * |
| Yes |
| ○ No |
| 30. Does the taxpayer have the right to request an audit (e.g. if the taxpayer wishes to get finality of taxation for a particular year)? * |
| Yes |
| No |
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| |

| 31. Is authorisation by a court always needed before the tax authority may enter and search premises? * |
|--|
| Yes |
| No |
| |
| 32. May the tax authority enter and search the dwelling places of individuals? * |
| Yes |
| ○ No |
| |
| 33. Is there a procedure in place to ensure that legally privileged material is not taken in the course of a search? * |
| Yes |
| No |
| |
| 34. Is a court order required before the tax authority can use interception of communications (e.g. telephone tapping or access to electronic communications)? * |
| Yes |
| ○ No |
| |

| 35. Is the principle nemo tenetur applied in tax investigations (i.e. the principle against self-incrimination? * |
|--|
| Yes |
| No |
| 36. If yes, is there a restriction on the use of information supplied by the taxpayer in a subsequent penalty procedure/criminal procedure? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| 37. If yes to nemo tenetur, can the taxpayer raise this principle to refuse to supply basic accounting information to the tax authority? * |
| Not applicable (click here if you answered "No" to question 35) |
| Yes |
| No |
| 38. Is there a procedure applied in your country to identify a point in time during an investigation when it becomes likely that the taxpayer may be liable for a penalty or a criminal charge, and from that time onwards the taxpayer's right not to self-incriminate is recognised? * |
| Yes |
| ○ No |

| 39. If yes, is there a requirement to give the taxpayer a warning that the taxpayer can rely on the right of non-self-incrimination? * |
|--|
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| VI. Review and appeals |
| Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| 40. Is there a procedure for an internal review of an assessment/decision before the taxpayer appeals to the judiciary? * |
| Yes |
| ○ No |
| |

| 41. Are there any arrangements for alternative dispute resolution (e.g. mediation or arbitration) before a tax case proceeds to the judiciary? * |
|--|
| ○ Yes |
| No |
| 42. Is it necessary for the taxpayer to bring his case first before an administrative court to quash the assessment/decision, before the case can proceed to a judicial hearing? * |
| Yes |
| ○ No |
| 43. Are there time limits applicable for a tax case to complete the judicial appeal process? * |
| O Yes |
| No |
| 44. If yes, what is the normal time it takes for a tax case to be concluded on appeal? * |
| There is no limit (click here if you answered "No" to the previous question) |
| |

| 45. Does the taxpayer have to pay some/all the tax before an appeal can be made (i.e. solve et repete)? * |
|--|
| Yes |
| ○ No |
| 46. If yes, are there exceptions recognised where the taxpayer does not need to pay before appealing (i.e. can obtain an interim suspension of the tax debt? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| 47. Does the taxpayer need permission to appeal to the first instance tribunal? * |
| Yes |
| No |
| 48. Does the taxpayer need permission to appeal to the second or higher instance tribunals? * |
| Yes |
| No |

| 49. Is there a system for the simplified resolution of tax disputes (e.g. by a determination on the file, or by e/filing)? * |
|--|
| Yes |
| No |
| 50. Is the principle audi alteram partem (i.e. each party has a right to a hearing) applied in all tax appeals? * |
| Yes |
| ○ No |
| 51. Does the loser have to pay the costs in a tax appeal? * |
| Yes |
| ○ No |
| 52. If yes, are there situations recognised where the loser does not need to pay the costs (e.g. because of the conduct of the other party)? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| No |

| 53. Are judgments of tax tribunals published? * |
|--|
| Yes |
| ○ No |
| 54. If yes, can the taxpayer preserve its anonymity in the judgment? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| |
| 55. If there is usually a public hearing, can the taxpayer request a hearing in camera (i.e. not in public) to preserve secrecy/confidentiality? * |
| Yes |
| No |
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| |
| Yes |

| 56. Does the principle ne bis in idem apply in your country to prevent either: * |
|--|
| The principle does not apply in my country |
| The imposition of a tax penalty and the tax liability |
| The imposition of more than one tax penalty for the same conduct |
| The imposition of a tax penalty and a criminal liability |
| 57. If ne bis in idem is recognised, does this prevent two parallel sets of court proceedings arising from the same factual circumstances (e.g. a tax court and a criminal court)? * |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| No |
| 58. If the taxpayer makes a voluntary disclosure of a tax liability, can this result in a reduced or a zero penalty? * |
| Yes |
| No |
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |

| 59. Does the taxpayer have the right to request a deferred payment of taxes or a payment in instalments (perhaps with a guarantee)? * |
|--|
| Yes |
| O No |
| |
| 60. Is a court order always necessary before the tax authorities can access a taxpayer's bank account or other assets? * |
| Yes |
| ○ No |
| |
| Do you want to save your results and quit? * |
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| |
| IX. Cross-border procedures |
| 61. Does the taxpayer have the right to be informed before information relating to him is exchanged in response to a specific request? * |
| ○ Yes |
| No |
| |

| 62. Does the taxpayer have a right to be informed before information is sought from third parties in response to a specific request for exchange of information? * |
|---|
| Yes |
| No |
| 63. If no to either of the previous two questions, did your country previously recognise the right of taxpayers to be informed and was such right removed in the context of the peer review by the Forum on Transparency and Exchange of Information? * |
| Not applicable (click here if you answered "No" to either question 61 or question 62) |
| Yes |
| O No |
| 64. Does the taxpayer have the right to be heard by the tax authority before the exchange of information relating to him with another country? * |
| Yes |
| No |
| 65. Does the taxpayer have the right to challenge before the judiciary the exchange of information relating to him with another country? * |
| Yes |
| No |

| 66. Does the taxpayer have the right to see any information received from another country that relates to him? * |
|--|
| Yes |
| No |
| 67. Does the taxpayer have the right in all cases to require a mutual agreement procedure is initiated? * |
| Yes |
| ○ No |
| 68. Does the taxpayer have a right to see the communications exchanged in the context of a mutual agreement procedure? * |
| Yes |
| No |
| Do you want to save your results and quit? * |
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |

| 69. Is there a procedure in your country for public consultation before the adopting of all (or most) tax legislation? * |
|--|
| Yes |
| No |
| 70. Is tax legislation subject to constitutional review which can strike down unconstitutional laws? * |
| Yes |
| ○ No |
| 71. Is there a prohibition on retrospective tax legislation in your country? * |
| Yes |
| No |
| 72. If no, are there restrictions on the adoption of retrospective tax legislation in your country? * |
| Not applicable (click here if you answered "Yes" to the previous question) |
| Yes |
| ○ No |

| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
|--|
| ○ Yes |
| No |
| XI. Revenue practice and guidance |
| 73. Does the tax authority in your country publish guidance (e.g. revenue manuals, circulars, etc.) as to how it applies your tax law? * |
| Yes |
| O No |
| |
| 74. If yes, can taxpayers acting in good faith rely on that published guidance (i.e. protection of legitimate expectations)? * |
| |
| of legitimate expectations)? * |
| of legitimate expectations)? * Not applicable (click here if you answered "No" to the previous question) |
| of legitimate expectations)? * Not applicable (click here if you answered "No" to the previous question) Yes |
| of legitimate expectations)? * Not applicable (click here if you answered "No" to the previous question) Yes No No No |
| Of legitimate expectations)? * Not applicable (click here if you answered "No" to the previous question) Yes No No No 75. Does your country have a generalised system of advanced rulings available to taxpayers? * |

| 76. If yes, is it legally binding? * |
|--|
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| |
| 77. If a binding rule is refused, does the taxpayer have a right to appeal? * |
| Yes |
| No |
| |
| Do you want to save your results and quit? * |
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| |
| XII. Institutional framework for protecting taxpayer's rights |
| 78. Is there a taxpayers' charter or taxpayers' bill of rights in your country? * |
| Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| Yes |
| No |
| |

| 79. If yes, are its provisions legally effective? * |
|--|
| Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| Not applicable (click here if you answered "No" to the previous question) |
| Yes |
| ○ No |
| 80. Is there a (tax) ombudsman / taxpayers' advocate / equivalent position in your country? * |
| Yes |
| ○ No |
| 91 If yes, can the embudemen intervene in an en-going dispute between the taypayor and |
| 81. If yes, can the ombudsman intervene in an on-going dispute between the taxpayer and the tax authority (before it goes to court)? * |
| |
| the tax authority (before it goes to court)? * |
| the tax authority (before it goes to court)? * Not applicable (click here if you answered "No" to the previous question) |
| the tax authority (before it goes to court)? * Not applicable (click here if you answered "No" to the previous question) Yes |
| the tax authority (before it goes to court)? * Not applicable (click here if you answered "No" to the previous question) Yes No |
| the tax authority (before it goes to court)? * Not applicable (click here if you answered "No" to the previous question) Yes No No 82. If yes to a (tax) ombudsman, is he/she independent from the tax authority? * |

| Do you want to save your results and quit? * |
|--|
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| |
| Yes |
| No |
| |
| |

Questionnaire 2 - Standards of protection

Instructions:

- 1. Please answer all questions. The form will not allow you to continue/submit your responses until you have answered all questions.
- 2. All questions are two or three-tiered (namely, either with parts "A" and "B" or "A", "B" and "C"). They comprise a minimum standard and /or a best practice, and a "summary of relevant facts in 2019", a space for providing a summarized account on facts (legislation enacted, administrative rulings, circulars, case law, tax administration practices), in a non-judgmental way.
- 3. Please Indicate, by clicking on the corresponding button, whether there was an improvement or a decrease of the level of compliance of the relevant standard/best practice in your country in 2019. If there were no changes, please indicate so by clicking on the corresponding button.
- 4. In all cases, please refer the relevant novelties in the space provided under "summary of relevant facts in 2019", for each question. Please give a summarized account on facts (legislation enacted, administrative rulings, circulars, case law, tax administration practices), in a non-judgmental way. Specify if some content is no longer applicable, due to other developments. If applicable, indicate whether the fact reported is under a minimum standard or fully complies with the best practice. In case there is nothing to report for a given minimum standard/best practice, please indicate so briefly.
- 5. If any, make additional, non-judgmental commentaries at the space provided under "summary of relevant facts in 2019".
- 6. Back up your assertions with the relevant documentary materials, if possible. While it is not mandatory, a short summary of such materials in English is appreciated. You are welcomed to send us these materials to our email: optr@ibfd.org and c.weffe@ibfd.org.
- 7. When completed, please submit the survey.
- 8. Once you have submitted the survey, you will receive an email acknowledging your participation in the OPTR and providing a backup of your answers.
- 9. The email will also include an "edit your survey" link, in case you want to modify any of your answers. You will receive this email every time you submit partial responses.
- 10. An option to quit the survey and save your answers is provided at the end of each section. This part of the survey has 12 sections.
- 11. If answering partially, please select "Yes" at the end of the section in which you are to submit your partial answers to the survey. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this survey.
- 12. For editing your answers, please use the last "edit your response" link provided to you via email. Please bear in mind that this is the only way the system will acknowledge your previous answers. If you use a link other than the last one provided, some (or all) changes might not be retrieved by the system.

| 13. When clicking on the last "edit your response" link, the system will lead you to the front page of the survey. Click on "Next" as many times as needed to get to the section you want to continue in. Once you have reached said section, please remember to change your answer to the question "Do you want to save your results and quit?" to "No", in order to be able to continue. |
|--|
| |
| Do you want to save your results and quit? * |
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| ○ Yes |
| No |
| I. Identifying taxpayers and issuing tax returns |
| 1 (A). Implement safeguards to prevent impersonation when issuing a unique identification number * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 1 (B). Summary of relevant facts in 2019 |
| |
| 2 (A). The system of taxpayer identification should take account of religious sensitivities * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 2 (B). Summary of relevant facts in 2019 |
|--|
| 3 (A). Impose obligations of confidentiality on third parties with respect to information gathered by them for tax purposes * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 3 (B). Summary of relevant facts in 2019 |
| 4 (A). Where tax is withheld by third parties, the taxpayer should be excluded from liability if the third party fails to pay over the tax * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / match the best practice |
| 4 (B). Summary of relevant facts in 2019 |
| |

| 5 (A). Where pre/populated returns are used, these should be sent to taxpayers to correct errors. * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 5 (B). Summary of relevant facts in 2019 |
| |
| 6 (A). Provide a right to access to taxpayers to personal information held about them, and a right to correct inaccuracies. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 6 (B). Publish guidance on taxpayers' rights to access information and correct inaccuracies * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 6 (C). Summary of relevant facts in 2019 |

| 7 (A). Where communication with taxpayers is in electronic form, institute systems to prevent impersonation or interception * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 7 (B). Summary of relevant facts in 2019 |
| 8 (A). Where a system of "cooperative compliance" operates, ensure it is available on a non- |
| discriminatory and voluntary basis * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 8 (B). Summary of relevant facts in 2019 |
| |

| 9 (A). Provide assistance for those who face difficulties in meeting compliance obligations, including those with disabilities, those located in remote areas, and those unable or unwilling to use electronic forms of communication * |
|--|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 9 (B). Summary of relevant facts in 2019 |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| II. The issue of tax assessment |
| 10 (A). Establish a constructive dialogue between taxpayers and revenue authorities to ensure a fair assessment of taxes based on equality of arms * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |

| 10 (B). Summary of relevant facts in 2019 |
|--|
| 11 (A). Use e-filing to speed up assessments and correction of errors, particularly systematic errors * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 11 (B). Summary of relevant facts in 2019 |
| Do you want to save your results and quit? * |
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| |

III. Confidentiality

| 12 (A). Provide a specific legal guarantee for confidentiality, with sanctions for officials who make unauthorised disclosures (and ensure sanctions are enforced). * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 12 (B). Encrypt information held by a tax authority about taxpayers to the highest level attainable. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 12 (C). Summary of relevant facts in 2019 |
| |
| 13 (A). Restrict access to data to those officials authorised to consult it. For encrypted data, use digital access codes. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| |

| 13 (B). Ensure an effective fire-wall to prevent unauthorised access to data held by revenue authorities. * |
|---|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 13 (C). Summary of relevant facts in 2019 |
| 14 (A). Audit data access periodically to identify cases of unauthorised access. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 14 (B). Summary of relevant facts in 2019 |
| 15 (A). Introduce administrative measures emphasizing confidentiality to tax officials. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 15 (B). Appoint data protection/privacy officers at senior level and local tax offices. * |
|---|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 15 (C). Summary of relevant facts in 2019 |
| 16 (A). Where pre/populated returns are used, these should be sent to taxpayers to correct errors. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 16 (B). Summary of relevant facts in 2019 |
| 17 (A). If a breach of confidentiality occurs, investigate fully with an appropriate level of seniority by independent persons (e.g. judges). * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 17 (B). Summary of relevant facts in 2019 |
|---|
| 18 (A). Introduce an offence for tax officials covering up unauthorised disclosure of confidential information. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 18 (B). Summary of relevant facts in 2019 |
| 19 (A). Exceptions to the general rule of confidentiality should be explicitly stated in the law, narrowly drafted and interpreted. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 19 (B). Summary of relevant facts in 2019 |
| |

| 20 (A). If "naming and shaming" is employed, ensure adequate safeguards (e.g. judicial authorisation after proceedings involving the taxpayer). * |
|--|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 20 (B). Summary of relevant facts in 2019 |
| 21 (A). No disclosure of confidential taxpayer information to politicians, or where it might be used for political purposes. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 21 (B). Parliamentary supervision of revenue authorities should involve independent officials, subject to confidentiality obligations, examining specific taxpayer data, and then reporting to Parliament. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |

| 21 (C). Summary of relevant facts in 2019 * N/A |
|--|
| 22 (A). Freedom of information legislation may allow a taxpayer to access information about himself. However, access to information by third parties should be subject to stringent safeguards: only if an independent tribunal concludes that the public interest in disclosure outweighs the right of confidentiality, and only after a hearing where the taxpayer has an opportunity to be heard. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 22 (B). Summary of relevant facts in 2019 |
| 23 (A). If published, tax rulings should be anonymised and details that might identify the taxpayer removed. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| |

| 23 (B). Anonymise all tax judgments and remove details that might identify the taxpayer |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 23 (C). Summary of relevant facts in 2019 |
| |
| 24 (A). Legal professional privilege should apply to tax advice. * |
| Please provide separately (via optr@ibfd.org) an annex with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| |
| 24 (B). Privilege from disclosure should apply to all tax advisors (not just lawers) who supply similar advice to lawyers. Information imparted in circumstances of confidentiality may be |
| privileged from disclosure. * |
| Please provide separately (via optr@ibfd.org) an annex with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |

| 24 (C). Summary of relevant facts in 2019 * Please provide separately (via optr@ibfd.org) an annex with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. N/A |
|--|
| 25 (A). Where tax authorities enter premises which may contain privileged material, |
| arrangements should be made (e.g. an independent lawyer) to protect that privilege. * |
| Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 25 (B). Summary of relevant facts in 2019 * Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you. N/A |
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |

| 26 (A). Audits should respect the following principles: (i) Proportionality. (2) Ne bis in idem (prohibition of double jeopardy). (3) Audi alteram partem (right to be heard before any decision is taken). (4) Nemo tenetur se detegere (principle against self/incrimination). Tax notices issued in violation of these principles should be null and void. * | |
|---|----|
| No changes | |
| Shifted away from the minimum standard | |
| Shifted towards / improved the minimum standard | |
| 26 (B). Summary of relevant facts in 2019 | |
| 27 (A). In application of proportionality, tax authorities may only request for information that is strictly needed, not otherwise available, and must impose least burdensome impact on taxpayers. * | at |
| No changes | |
| Shifted away from the minimum standard | |
| Shifted towards / improved the minimum standard | |
| 27 (B). Summary of relevant facts in 2019 | |
| | |

| 28 (A). In application of ne bis in idem the taxpayer should only receive one audit per taxable period, except when facts that become known after the audit was completed. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 28 (B). Summary of relevant facts in 2019 * |
| N/A |
| 29 (A). In application of audi alteram partem, taxpayers should have the right to attend all relevant meetings with tax authorities (assisted by advisors), the right to provide factual information, and to present their views before decisions of the tax authorities become final. |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 29 (B). Summary of relevant facts in 2019 |
| |

| 30 (A). In application of nemo tenetur, the right to remain silent should be respected in all tax audits. * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 30 (B). Summary of relevant facts in 2019 |
| |
| 31 (A). Tax audits should follow a pattern that is set out in published guidelines. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 31 (B). Summary of relevant facts in 2019 * N/A |
| 32 (A). A manual of good practice in tax audits should be established at the global level. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |

| 32 (B). Summary of relevant facts in 2019 |
|--|
| |
| 33 (A). Taxpayers should be entitled to request the start of a tax audit (to obtain finality). * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |
| 33 (B). Summary of relevant facts in 2019 |
| |
| 34 (A). Where tax authorities have resolved to start an audit, they should inform the taxpayer * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| |
| |

| 34 (B). Where tax authorities have resolved to start an audit, they should hold an initial meeting with the taxpayer in which they spell out the aims and procedure, together with timescale and targets. They should then disclose any additional evidence in their possession to the taxpayer. |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 34 (C). Summary of relevant facts in 2019 |
| 35 (A). Taxpayers should be informed of information gathering from third parties. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 35 (B). Summary of relevant facts in 2019 |
| |

| 36 (A). Reasonable time limits should be fixed for the conduct of audits. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 36 (B). Summary of relevant facts in 2019 |
| 37 (A). Technical assistance (including representation) should be available at all stages of |
| the audit by experts selected by the taxpayer. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 37 (B). Summary of relevant facts in 2019 |
| 38 (A). The completion of a tax audit should be accurately reflected in a document, notified |
| in its full text to the taxpayer. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 38 (B). The drafting of the final audit report should involve participation by the taxpayer, with the opportunity to correct inaccuracies of facts and to express the taxpayer's view. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 38 (C). Summary of relevant facts in 2019 |
| 39 (A). Following an audit, a report should be prepared even if the audit does not result in additional tax or refund. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 39 (B). Summary of relevant facts in 2019 |
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |

V. More intensive audits

| 40 (A). More intensive audits should be limited to the extent strictly necessary to ensure an effective reaction to non-compliance. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 40 (B). Summary of relevant facts in 2019 |
| 41 (A). If there is point in an audit when it becomes foreseeable that the taxpayer may be liable for a penalty or criminal charge, from that time the taxpayer should have stronger protection of his right to silence, and statements from the taxpayer should not be used in the audit procedure. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 41 (B). Summary of relevant facts in 2019 |
| |

| 42 (A). Entering premises or interception of communications should be authorised by the judiciary. * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 42 (B). Summary of relevant facts in 2019 |
| 43 (A). Authorisation within the revenue authorities should only be in cases of urgency, and subsequently reported to the judiciary for ex-post ratification. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 43 (B). Summary of relevant facts in 2019 |
| |

| 44 (A). Inspection of the taxpayer's home should require authorisation by the judiciary and only be given in exceptional cases. * | |
|--|--|
| No changes | |
| Shifted away from the minimum standard | |
| Shifted towards / improved the minimum standard | |
| 44 (B). Where tax authorities intend to search the taxpayer's premises, the taxpayer should be informed and have an opportunity to appear before the judicial authority, subject to exception where there is evidence of danger that documents will be removed or destroyed. | |
| No changes | |
| Shifted away from the best practice | |
| Shifted towards / matched the best practice | |
| 44 (C). Summary of relevant facts in 2019 | |
| | |
| 45 (A). Access to bank information should require judicial authorisation. * | |
| No changes | |
| Shifted away from the best practice | |
| Shifted towards / matched the best practice | |
| | |

| 45 (B). Summary of relevant facts in 2019 |
|---|
| 46 (A). Authorisation by the judiciary should be necessary for the interception of telephone communications and monitoring of internet access. Specialised offices within the judiciary should be established to supervise these actions. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 46 (B). Summary of relevant facts in 2019 |
| 47 (A). Seizure of documents should be subject to a requirement to give reasons why seizure is indispensable, and to fix the time when documents will be returned; seizure should be limited in time. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 47 (B). Summary of relevant facts in 2019 |
| |

| 48 (A). If data are held on a computer hard drive, then a backup should be made in the presence of the taxpayer's advisors and the original left with the taxpayer. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 48 (B). Summary of relevant facts in 2019 |
| 40 (A) Where investigate techniques are applied they should be limited in time to evoid a |
| 49 (A). Where invasive techniques are applied, they should be limited in time to avoid a disproportionate impact on taxpayers. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 49 (B). Summary of relevant facts in 2019 |
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |

VI. Review and appeals

| Please provide separately (via <u>optr@ibfd.org</u> and <u>c.weffe@ibfd.org</u>) an annexe with the actual wording of relevant |
|---|
| excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into |
| English, if possible, would be very appreciated. Thank you. |

| 50 (A). E-filing of requests for internal review to ensure the effective and speedy handling of the review process. * |
|---|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |
| 50 (B). Summary of relevant facts in 2019 |
| |
| 51 (A). The right to appeal should not depend upon prior exhaustion of administrative reviews. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| |
| 51 (B). Summary of relevant facts in 2019 * |
| N/A |
| |

| 52 (A). Reviews and appeals should not exceed two years. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 52 (B). Summary of relevant facts in 2019 |
| 53 (A). Audi alteram partem should apply in administrative reviews and judicial appeals. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 53 (B). Summary of relevant facts in 2019 |
| 54 (A). Where tax must be paid in whole or in part before an appeal, there must be an effective mechanism for providing interim suspension of payment. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 54 (B). An appeal should not require prior payment of tax in all cases. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 54 (C). Summary of relevant facts in 2019 |
| |
| 55 (A). The state should bear some or all of the costs of an appeal, whatever the outcome. |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 55 (B). Summary of relevant facts in 2019 |
| |
| 56 (A). Legal assistance should be provided for those taxpayers who cannot afford it. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 56 (B). Summary of relevant facts in 2019 |
|---|
| 57 (A). Taxpayers should have the right to request the exclusion of the public from a tax appeal hearing. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 57 (B). Summary of relevant facts in 2019 |
| 58 (A). Tax judgments should be published. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 58 (B). Summary of relevant facts in 2019 |
| |

| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
|--|
| O Yes |
| No |
| VII. Criminal and administrative sanctions |
| 59 (A). Proportionality and ne bis in idem should apply to tax penalties. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 59 (B). Summary of relevant facts in 2019 |
| |
| 60 (A). Where administrative and criminal sanctions may both apply, only one procedure and one sanction should be applied. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |

| 60 (B). Summary of relevant facts in 2019 |
|--|
| 61 (A). Voluntary disclosure should lead to reduction of penalties. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 61 (B). Summary of relevant facts in 2019 |
| 62 (A). Sanctions should not be increased simply to encourage taxpayers to make voluntary disclosures. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 62 (B). Summary of relevant facts in 2019 |
| |

| Do you want to save your results and quit? * |
|--|
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| ○ Yes |
| No |
| VIII. Enforcement of taxes |
| 63 (A). Collection of taxes should never deprive taxpayers of their minimum necessary for living. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 63 (B). Summary of relevant facts in 2019 |
| |
| 64 (A). Authorisation by the judiciary should be required before seizing assets or bank accounts * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |

| 64 (B). Summary of relevant facts in 2019 |
|---|
| |
| 65 (A). Taxpayers should have the right to request delayed payment of arrears. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| |
| |
| 65 (B). Summary of relevant facts in 2019 |
| |
| |
| 66 (A). Bankruptcy of taxpayers should be avoided, by partial remission of the debt or structured plans for deferred payment. * |
| |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |
| 66 (B). Summary of relevant facts in 2019 |
| |
| |

| 67 (A). Temporary suspension of tax enforcement should follow natural disasters. * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 67 (B). Summary of relevant facts in 2019 |
| |
| Do you want to save your results and quit? * |
| If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| IX. Cross-border procedures |
| 68 (A). The requesting state should notify the taxpayer of cross-border requests for information, unless it has specific grounds for considering that this would prejudice the process of investigation. The requested state should inform the taxpayer unless it has a reasoned request from the requesting state that the taxpayer should not be informed on grounds that it would prejudice the investigation. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 68 (B). The taxpayer should be informed that a cross-border request for information is to be made. * |
|---|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |
| 68 (C). Summary of relevant facts in 2019 It must be noted that there were no changes within the Luxembourg legislation with respect to the right to prior notification of concerned taxpayers subject to an exchange of information upon request or the right of the concerned taxpayer to challenged the foreseeably relevance of the information requested by |

It must be noted that there were no changes within the Luxembourg legislation with respect to the right to prior notification of concerned taxpayers subject to an exchange of information upon request or the right of the concerned taxpayer to challenged the foreseeably relevance of the information requested by another State. There were however many preliminary rulings introduced by the Luxembourg Cour administrative (Supreme administrative court) which specifically question the compatibility of the lack of court access by the concerned taxpayer in light of Charter rights, notably article 47. This question of access to court by the concerned taxpayer is indirectly also affecting notification rights as to initiate legal proceedings, taxpayers should normally be informed that a foreign request has been introduced. For precise references to these preliminary rulings and their specific identification in domestic case-law, please see Cour adm., 14 mars 2019, n°41486C and Cour adm., 14 mars 2019, n°41487C. Preliminary rulings n° C-245/19 et 246/19. See also on the topic of Eol and right of non-Eu concerned taxpayers Trib. adm., 10 janvier 2019, n°37014a, Cour constitutionnelle, 28 mai 2019, n°146, (Mémorial A – n°383, 4 juin 2019). Finally, see on the interpretation of the standard foreseeably relevant in the context of group requests: Cour adm., 14 mars 2019, n°41487C. Preliminary ruling number C-437/19.

69 (A). Where a cross-border request for information is made, the requested state should also be asked to supply information that assists the taxpayer. *
No changes
Shifted away from the best practice
Shifted towards / matched the best practice

| 69 (B). Summary of relevant facts in 2019 |
|--|
| 70 (A). Provisions should be included in tax treaties setting specific conditions for exchange of information. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 70 (B). Summary of relevant facts in 2019 |
| 71 (A). If information is sought from third parties, judicial authorisation should be necessary. |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 71 (B). Summary of relevant facts in 2019 |

| 72 (A). The taxpayer should be given access to information received by the requesting state. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 72 (B). Summary of relevant facts in 2019 |
| 73 (A). Information should not be supplied in response to a request where the originating cause was the acquisition of stolen or illegally obtained information. |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 73 (B). Summary of relevant facts in 2019 |
| |

| 74 (A). A requesting state should provide confirmation of confidentiality to the requested state. * |
|---|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 74 (B). Summary of relevant facts in 2019 |
| 75 (A). A state should not be entitled to receive information if it is unable to provide independent, verifiable evidence that it observes high standards of data protection. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 75 (B). Summary of relevant facts in 2019 |
| |

| 76 (A). For automatic exchange of financial information, the taxpayer should be notified of the proposed exchange in sufficient time to exercise data protection rights. * |
|--|
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 76 (B). Summary of relevant facts in 2019 |
| 77 (A). Taxpayers should have a right to request initiation of mutual agreement procedure. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 77 (B). Summary of relevant facts in 2019 |
| 78 (A). Taxpayers should have a right to participate in mutual agreement procedure by being heard and being informed as to the progress of the procedure. * |
| No changes |
| |
| Shifted away from the minimum standard |

| 78 (B). Summary of relevant facts in 2019 |
|--|
| |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| Yes |
| No |
| X. Legislation |
| 79 (A). Retrospective tax legislation should only be permitted in limited circumstances which are spelt out in detail. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 79 (B). Retrospective tax legislation should ideally be banned completely. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |

| 79 (C). Summary of relevant facts in 2019 |
|--|
| 80 (A). Public consultation should precede the making of tax policy and tax law. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 80 (B). Summary of relevant facts in 2019 |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. |
| YesNo |

XI. Revenue practice and guidance

| 81 (A). Taxpayers should be entitled to access all relevant legal material, comprising legislation, administrative regulations, rulings, manuals and other guidance. * |
|--|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 81 (B). Summary of relevant facts in 2019 |
| 82 (A). Where legal material is available primarily on the internet, arrangements should be made to provide it to those who do not have access to the internet. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 82 (B). Summary of relevant facts in 2019 |
| 83 (A). Binding rulings should only be published in an anonymised form * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |

| 83 (B). Summary of relevant facts in 2019 |
|---|
| 84 (A). Where a taxpayer relies upon published guidance of a revenue authority which subsequently proves to be inaccurate, changes should apply only prospectively. * |
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 84 (B). Summary of relevant facts in 2019 |
| Do you want to save your results and quit? * If "Yes", please submit the form. To edit/complete your answers later, please use the "edit your response" link sent to your email after submitting this form. If not, click "Next" to continue. Yes No |
| XII. Institutional framework for protecting taxpayers' rights |

Please provide separately (via optr@ibfd.org and c.weffe@ibfd.org) an annexe with the actual wording of relevant excerpts of your country's legislation regarding this matter. Technically accurate translations of such material into English, if possible, would be very appreciated. Thank you.

| 85 (A). Adoption of a charter or statement of taxpayers' rights should be a minimum standard. * |
|---|
| No changes |
| Shifted away from the minimum standard |
| Shifted towards / improved the minimum standard |
| 85 (B). A separate statement of taxpayers' rights under audit should be provided to taxpayers who are audited. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| 85 (C). Summary of relevant facts in 2019 |
| 86 (A). A taxpayer advocate or ombudsman should be established to scrutinise the |
| operations of the tax authority, handle specific complaints, and intervene in appropriate cases. Best practice is the establishment of a separate office within the tax authority but independent from normal operations of that authority. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |

| 86 (B). Summary of relevant facts in 2019 |
|---|
| |
| 87 (A). The organisational structure for the protection of taxpayers' rights should operate at local level as well as nationally. * |
| No changes |
| Shifted away from the best practice |
| Shifted towards / matched the best practice |
| |
| 87 (B). Summary of relevant facts in 2019 |
| |

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Legally privileged communications between the taxpayer and its advisors

Question 19 of the form

Source: Abgabenordnung Vom 22. Mai 1931. (Loi générale des impôts du 22 mai 1931) http://legilux.public.lu/eli/etat/leg/loi/1931/05/22/n1/jo

§ 177

(1)

Die Auskunft können ferner verweigern:

- 1. Verteidiger und Rechtsanwälte, soweit sie in Strafsachen tätig gewesen sind,
- 2. Ärzte über das, was ihnen bei Ausübung ihres Berufs anvertraut ist,
- 3. Rechtsanwälte über das, was ihnen bei Ausübung ihres Berufs anvertraut ist;
- 4. die Gehilfen der zu 1 bis 3 bezeichneten Personen hinsichtlich der Tatsachen, die sie in dieser ihrer Eigenschaft erfahren haben.

(2)

Diese Bestimmung findet auf die zu 3 und 4 bezeichneten Personen insoweit keine Anwendung, als es sich um Tatsachen handelt, die bei Beratung oder Vertretung in Steuerangelegenheiten zu ihrer Kenntnis gekommen sind, es sei denn, dass es sich um Fragen handelt, deren Bejahung oder Verneinung ihre Auftraggeber der Gefahr einer Strafverfolgung aussetzen würde.