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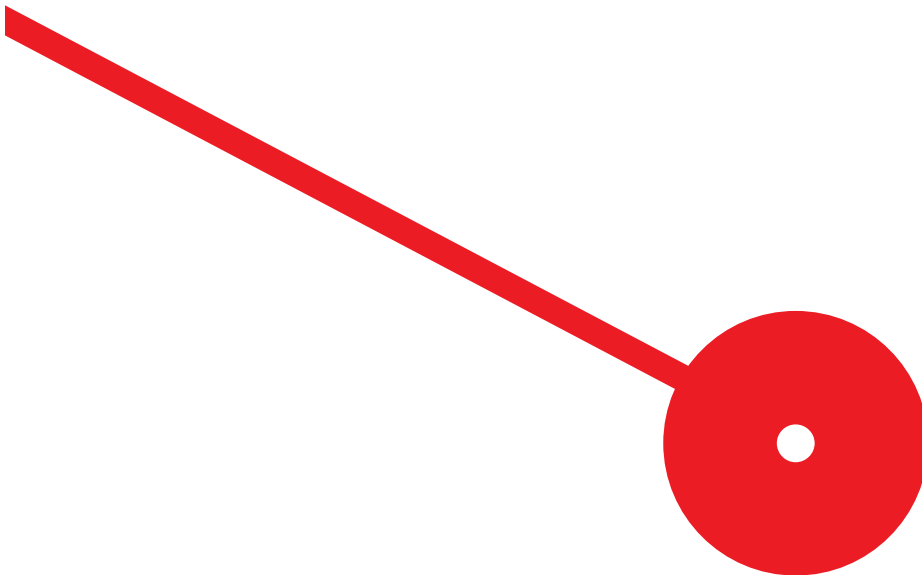   INTERCULTURAL STUDIES FOR BUSINESS

Migration and Cultural Identity: Internship Report at the Consulate-General of Portugal in Paris

Inês Catarina Pereira Santos

10/2021
Final version (This version contains the critiques and suggestions of the members of the jury)

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Migration and Cultural Identity: Internship Report at the Consulate-General of Portugal in Paris

Inês Catarina Pereira Santos

Relatório de Estágio
apresentado ao Instituto Superior de Contabilidade e Administração
do Porto para a obtenção do grau de Mestre em Intercultural
Studies for Business, sob orientação de Dra. Isabelle Tulekian de
Azeredo Lopes

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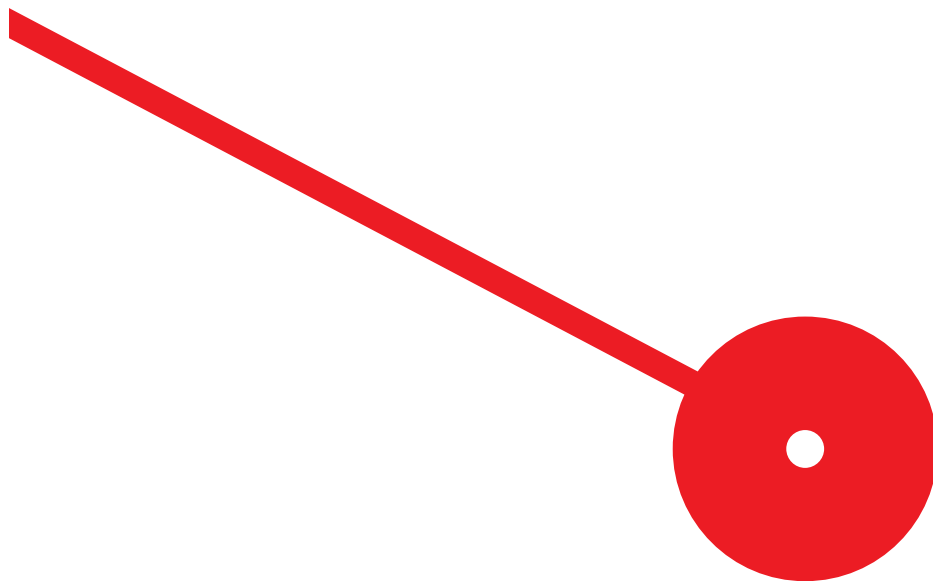
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The master degree and internship journey would not have been possible without the right people beside me. Therefore, I will thank them now.

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Lastly, I want to thank my friends who have been a source of strength during this process.

Resumo:

O presente Relatório de Estágio foi realizado para a conclusão do curso de mestrado em Estudos Interculturais para Negócios. O estágio curricular decorreu no Consulado-Geral de Portugal em Paris entre janeiro e abril de 2021 nos departamentos, Espaço do Cidadão e Registo Civil. Além das funções desempenhadas em cada departamento, foram desenvolvidos manuais para a entidade. Este relatório tem como objetivo descrever as tarefas realizadas durante o estágio, especialmente aquelas que requerem algum conhecimento da história e direito francês. É também apresentada uma base teórica dividida em três capítulos.

A migração é um fenómeno que ocorre desde o início dos tempos. No entanto, essa tendência intensificou-se no século XXI, especialmente a migração internacional. As pessoas são identificadas como emigrantes pelos seus países de origem e como imigrantes pelos seus países de acolhimento. Portugal não é uma exceção no que diz respeito a este fenómeno, tendo os seus números de emigração aumentado com a Crise Financeira de 2008.

A cultura e a identidade estão diretamente relacionadas com a diáspora. Estes são conceitos difíceis de definir, pois, ambos são frequentemente usados para representar significados diferentes. Porém, estão conectados. Diversas culturas e identidades coexistem na sociedade e dentro de um mesmo indivíduo, influenciando a sua identidade. No entanto, a mesma é volátil e evolui ao longo da vida. No caso de emigrantes, uma forma de manter viva a sua cultura nacional é praticando-a ativamente.

Exposições como as promovidas pelo Consulado-Geral de Portugal em Paris são uma forma para que os emigrantes pratiquem a cultura portuguesa. Esta é uma instituição diplomática que auxilia cidadãos portugueses. A diplomacia é vista como existindo desde sempre, mas é mal compreendida e interpretada de diferentes formas. Tem evoluído e vindo a adaptar-se a novas circunstâncias, tais como o uso do digital e a pandemia do Coronavírus.

Palavras chave: Consulado-Geral de Portugal em Paris; Espaço do Cidadão; Registo Civil; Migração; Cultura Portuguesa

Abstract:

The present Internship Report was carried out for the conclusion of the master degree in Intercultural Studies for Business. The curricular internship took place at the Consulate-General of Portugal in Paris between January and April 2021 in the departments of *Espaço do Cidadão* and *Registo Civil*. Besides the tasks performed for each department, there were manuals developed for the entity. This report aims to describe tasks performed during the internship, especially those which require some understanding of French history and law. A theoretical background is presented in the form of three chapters.

Migration is a phenomenon occurring since the beginning of time. Nevertheless, the 21st century intensified this trend, especially international migration. Individuals are identified as emigrants by their home countries and as immigrants by their host countries. Portugal is not an exception to this phenomenon, having its emigration numbers increased with the Financial Crisis of 2008.

Directly associated with diaspora are culture and identity. These are difficult concepts to define because both are frequently used to represent different meanings. Nevertheless, they are connected. Several cultures and identities coexist in society and within the same individual influencing his/her identity. However, identity is volatile and evolves throughout life. When it comes to emigrants, one way to keep their national culture alive is by actively practicing it.

Exhibitions, such as the ones promoted by the Consulate-General of Portugal in Paris, are a way for emigrants to practice the Portuguese culture. This is a diplomatic institution that helps Portuguese citizens. Diplomacy is seen as dating to the beginning of time. However, it is misunderstood and interpreted as distinct meanings. It has been evolving and adapting to new circumstances, such as the use of the digital and the Coronavirus outbreak.

Key words: Consulate-General of Portugal in Paris; *Espaço do Cidadão*; *Registo Civil*; Migration; Portuguese Culture

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Abbreviations

CGA	*Caixa Geral de Aposentações*
CGPP	Consulate-General of Portugal in Paris
EU	European Union
FC	Financial Crisis
FWE	Fourth Wave of Emigration
PACS	*Pacte Civil de Solidarité*
PCP	Portuguese Community in Paris
RA	*Reconhecimento de Assinatura*
UK	United Kingdom of Great Britain and Northern Ireland
UNESCO	United Nations Educational, Scientific and Cultural Organization
VCCR	Vienna Convention on Consular Relations
VCDR	Vienna Convention on Diplomatic Relations

The following Internship Report compiles all relevant information regarding the internship experience completed for the Master in Intercultural Studies for Business performed at the Consulate-General of Portugal in Paris. The internship started on January 15th of 2021 and ended on April 15th of the same year. Lasting then, three months/ thirteen weeks. Ever since the first year of the master degree that the possibility of doing an internship instead of a dissertation or a project seemed more appealing. Internships are ways for students to relate theory with practice through work experience.

The report is separated into four chapters, Migration, Culture and Identity, Diplomacy, and Internship. These are all distinct subjects that unite within this report to provide a better understanding of the Portuguese Community in France/Paris and the work developed at the Consulate-General of Portugal in Paris.

The first chapter starts by explaining the terms migration and migrant. Once the notions are understood, an overview of the international migration numbers in the world is presented. Then, the first point of this chapter focuses on the Portuguese migration situation. Immigration and emigration terms are clarified. Afterwards, an analysis of the Portuguese net migration reality is produced. Followed by diving into the reasons that can lead to emigration and how the Financial Crisis of 2008 impacted Portugal in that sense. Later, the chapter develops how Portuguese emigration translates itself into citizens living in Europe, especially in France.

Culture and Identity's main goal is to understand the connection between Portuguese citizens and French culture. In a first moment, it is outlined the relationship between culture and identity, and how both concepts affect each other. Then it is summarised the influence national culture has over national identity. It is acknowledged the link between diaspora and transnationalism, connecting this way the first and second chapters. Later, transnational identity is developed, followed by an analysis of the transnational identity of Portuguese emigrants by looking at nationality acquisitions and remittances. The Portuguese Community in Paris is explored by looking at the initiatives promoted by the Consulate-General of Portugal in Paris in order to keep the Portuguese culture alive in a foreign country.

Associated with the previous point is the entity where the internship took place. Considering the institution is a Portuguese diplomatic mission, a look at diplomacy is made. The concept of diplomacy is often misunderstood by society. Therefore, in a first

moment, the notion is clarified. Later, it is explained how it has been evolving throughout time, leading to the Vienna Convention. A treaty glossary is made to ensure that everything is understood. Then the Vienna Convention on Diplomatic Relations and the Vienna Convention on Consular Relations are explained as they have made considerable changes in the diplomatic world. The second point of Diplomacy examines the challenges diplomacy is confronted with, in the 21st century and while facing the Covid-19 pandemic. Lastly, this chapter focuses on the meaning of diplomatic missions and distinguishes embassy from consulate.

The fourth chapter, Internship is then presented. A little introduction about the working place is made followed by the tasks performed at the departments of *Espaço do Cidadão* and *Registo Civil*. The last point of *Registo Civil* provides a practical understanding of the work volume at the department by showing how many documents were created between March and the middle of April. After developing the tasks performed in the working context, "My Legacy" is explained. It intends to exhibit the autonomous work that led to the creation of Manuals for the entity. Then, there are presented other tasks that were performed at neither the departments mentioned above. Lastly, the challenges of the internship and internship report are presented and discussed.

Migration is not a phenomenon that emerged in the 21st Century. "Until about 10,000 years ago there were few if any, permanent homes or villages. People moved around all the time, from place to place." (The Independent, 2009). To put it simply, many civilizations ago, humankind was nomad. People would migrate from one place to another seeking better resources. As society evolved, so did the notion of migration. Now, it can be explained as "The movement of persons away from their place of usual residence, either across an international border or within a State." (International Organization for Migration, n.d.).

The definition above comprehends two options, individuals moving within a State or across an international border. These people are identified as migrants. The International Organization for Migration (n.d.) has developed a definition for the term. However, it is not a universally accepted one. According to the institution (International Organization for Migration, n.d.), migrant is:

> An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally-defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students.

This report focuses on migrants as long-term immigrants and emigrants. The definition of who qualifies to be a long-term migrant varies from one country to another. Considering this report focuses on Portugal (a country belonging to the European Union), the definitions presented have as foundation the European Union (EU) context. Therefore, an immigrant is "a person who establishes their usual residence in the territory of an EU Member State for a period that is, or is expected to be, of at least 12 months" (European Commission, n.d.-a). On the contrary, an emigrant is "a person who stays away from the country for a period exceeding twelve months" (International Organization for Migration, n.d.). Hence, the same individual identifies with both terms. For his/her home country, he/she is perceived as an emigrant. But, for his/her country of destination, he/she is an immigrant.

Globalization in the 21st century intensified migration, particularly international migration. Moreover, citizens are no longer barred by their country's frontiers and can communicate easily with family members back at home and seek job opportunities across the world. Today, "migration is not just a reaction to difficult conditions at home: it is also motivated by the search for better opportunities and lifestyles elsewhere." (Castles et al., 2013: 7).

Consequently, the numbers associated with international migration have been increasing. International migration is "The movement of persons away from their place of usual residence and across an international border to a country of which they are not nationals." (International Organization for Migration, n.d.). In 2019, the total estimated of people living in a country different from their country of birth was 272 million (United Nations, 2019). Nonetheless, these numbers have been increasing proportionately to the growth in the world's population (International Organization for Migration, 2019).

Asia was the continent that hosted more international migrants in 2019, 84 million. It was closely followed by Europe with 82 million. These two continents represent 61% of the global migrant stock. In third place, almost with 59 million international migrants, is North America, representing 22% of the total migrant stock. With lower percentages are Africa (10%), Latin America and the Caribbean (4%), and Oceania (3%) (International Organization for Migration, 2019).

Nearly every country in the world contributes to these numbers. Since this report focuses on Portugal, the next subchapter will explore the Portuguese migration situation.

1.1 Portuguese Migration: Overview

To comprehend the Portuguese migration situation, three key concepts must be understood. Net migration, also known as migration balance, is the difference between immigration and emigration numbers in a certain area (European Commission, n.d.-b). Emigration is "From the perspective of the country of departure, the act of moving from one's country of nationality or usual residence to another country, so that the country of destination effectively becomes his or her new country of usual residence." (International Organization for Migration, n.d.). On the other hand, the International Organization for Migration (n.d.) understands immigration being

From the perspective of the country of arrival, the act of moving into a country other than one's country of nationality or usual residence, so that the country of destination effectively becomes his or her new country of usual residence.

The same net migration value can be achieved by either higher immigration and emigration numbers, or lower immigration and emigration values. Migration balance can be positive, negative, or null. The last option does not occur often. A positive result can lead to two distinct interpretations. Either the country attracts immigrants, or it is able to hold its nationals inside their borders. Accordingly, higher emigration numbers also require higher immigration fluxes to attain a positive net migration value (Oliveira, 2020).

Figure 1 illustrates the Portuguese net migration situation between 2010 and 2020.

Portugal's Net Migration

In thousands

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Net Migration	3,8	-24,3	-37,3	-36,2	-30	-10,5	-8,3	5,1	11,6	44,5	41,3
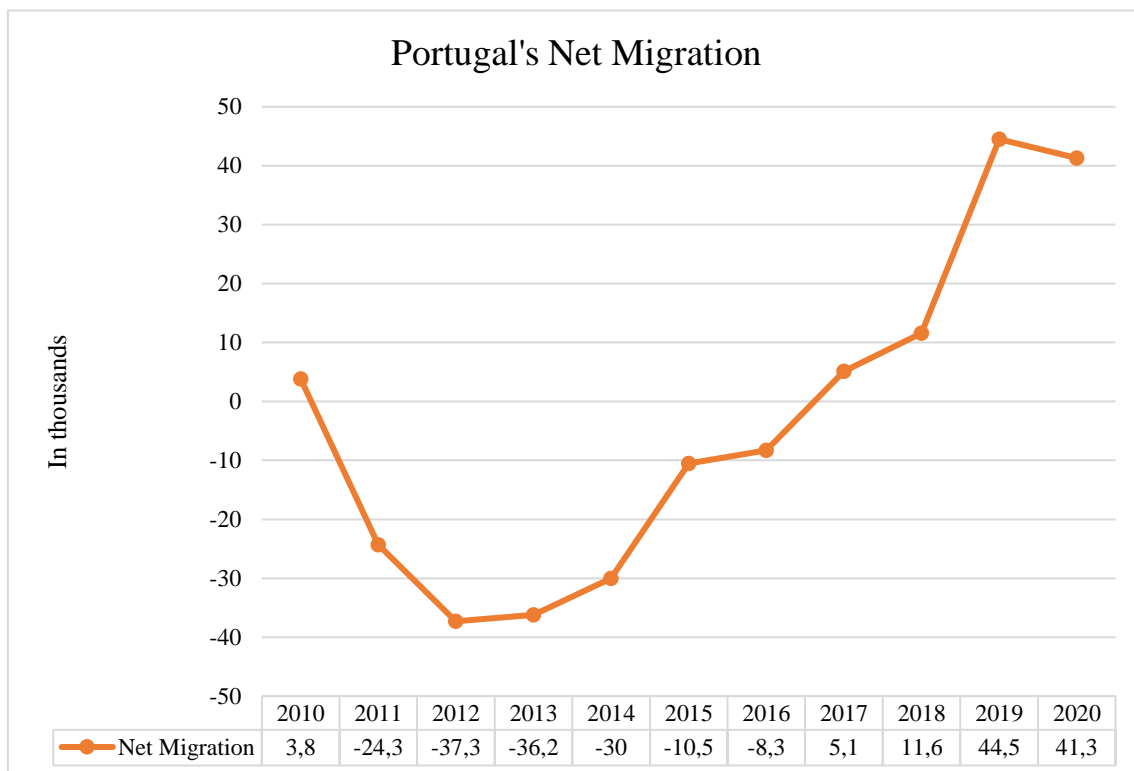
Figure 1: Portugal's Net Migration, between 2010 and 2020 (in thousands)

Source: Created by the author with data from Indicadores de Integração de Imigrantes Relatório Estatístico Anual (2020)

As a result of the Financial Crisis (FC), between 2011 and 2016, net migration numbers were negative. While immigration declined, emigration boosted. In the 2011 net migration ranking for the EU countries, Portugal occupied the twenty-fourth position, with a value of – 24 333. In 2012, the lowest migration balance value was reached (-37 352). During that year, only 14 606 permanent immigrants entered the country.

Therefore, 51 958 Portuguese citizens left the country. 2013's net migration is slightly better than in the previous year. Nonetheless, that year registered the emigration peak caused by the crisis, with 53 786 permanent/ long-term emigrants leaving the country (Oliveira, 2020).

2014 presented itself with a significant recovery on the matter. The improvement tendency was reinforced in 2015. 2016 also showed signs of progress. Even though it still had a negative migration balance number (-8 348), the result was achieved by a rise in immigration and a reduction in emigration. A year later, the situation was the reverse. Immigration's value was superior to emigration. For the first time in six years, the Portuguese net migration was positive (4 886). This growth corresponded to an improvement in the net migration EU ranking. Portugal was now placed nineteenth. The migration balance's growth was reinforced in 2018 and 2019, with a positive value of 11 570 and 44 506, respectively. These numbers catapulted Portugal's ranking place from eighteenth in 2018 to eighth place in 2019. The country has generally improved its situation throughout the years. It now finds itself with net migration numbers similar to the ones registered at the beginning of the 21st century, in 2001 and 2002 (56.2 thousand and 41.8 thousand, respectively) (Oliveira, 2020).

Portugal's net migration has been growing steadily for the past five years, reaching its peak in 2019, with 44.5 thousand people. 2020 showed signs of a reduction of around 3.2 thousand. This decrease can be linked to the Coronavirus (Covid-19) situation. Economies slowed down and countries closed their borders making it harder for people to emigrate. Nevertheless, when comparing the restrictions brought by the Covid-19, the reduction in migration fluxes was not significant.

As it is presented above, immigration and emigration numbers are volatile. At the beginning of the decade, the ten most prominent nationalities in Portugal were, in descending order: Brazilian, Ukrainian, Cape Verdean, Romanian, Angolan, Guinean, British, Chinese, French, and Spanish. In 2019, nine out of ten nationalities remained on the list, but in a different order. The nationalities are organized in descending order: Brazilian, Cape Verdean, British, Romanian, Ukrainian, Chinese, Italian, French, Angolan, Guinean. These 10 nationalities represent 68% of the total immigrants in the country. Spain was replaced by Italy on the list. The European countries on the ranking (United Kingdom of Great Britain and Northern Ireland, Italy, and France) have all improved their positions. This proves Portugal as an attractive country in the European

context (Oliveira, 2020). Much like other countries, even though the country is appealing, there are several national emigrants in the world. The next subchapter explores that topic.

1.2 Portuguese Emigration

Several reasons encourage someone to emigrate. These can be classified as economic migration (seeking job opportunities or a specific career path), social migration (seeking for better life quality or to be nearer family or friends), political migration (escaping war or political persecution), cultural migration (looking for better education, religious freedom, and others) or environmental migration (due to natural disasters) (BBC, n.d.).

Throughout history, Portugal has faced four waves of emigration. But this report will only explore the latest, as it is the most recent one, being merely a decade ago. This last significant wave occurred when the FC of 2008 reached Portugal. Damaging the World's economies, this crisis affected Portugal deeply. Even though all the EU countries suffered from the FC, some were in a better economic position than Portugal. As the Portuguese situation deteriorated, the higher the unemployment rate was becoming. Therefore, facing the lack of prospects in their birth country, thousands of citizens understood emigration as their only alternative, causing then a wave of economic migration.

Figure 2 illustrates Portuguese emigration figures between 2001 and 2019. From 2001 to 2010 the bars are grey because they will not be analysed. However, these are necessary for a greater understanding of the emigration scale caused by the FC. Additionally, Figure 2 highlights in red the years of intensified emigration, in green its reduction, and in yellow a stabilization period.

Emigration numbers
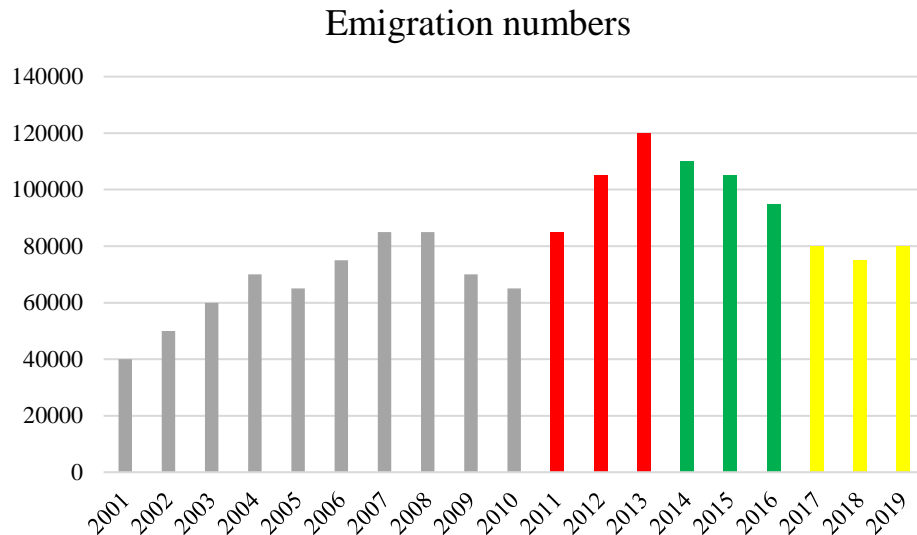
Figure 2: Portuguese Emigration numbers (2001-2019)

Source: Created by the author with data from Emigração Portuguesa 2020 (2020)

2011 marked the beginning of the fourth wave of emigration (FWE). In that same year, Portugal found itself requesting Troika's help to rebuild its economy after the economic slump. Troika was the term used to refer to the three organizations (the European Commission, the International Monetary Fund, and the European Central Bank) "which established the conditions on which financial assistance, or promises of assistance, would be given to indebted European states." (European Observatory of Working Life, 2017).

Following Troika's measures, such as increasing the value of taxes, emigration numbers began intensifying. This rise reached its peak in 2013 with 120 000 emigrants. In only three years (2011-2013) the cumulative number of Portuguese nationals leaving the country reached 310 000. The decline phase can be explained by the economic growth after 2014. This period counted with a higher employment rate (increased from 49.7% in 2013 to 55.4% in 2019) and lower unemployment rate (decreased from 16.2% in 2013 to 6.5% in 2019). The unemployment reduction can be, in part, justified by the number of people who left the country. Between 2017 and 2019, emigration numbers have shown signs of stabilization around 75 000 emigrants per year. This number represents 0.8% of the resident population in the country. Suggesting that 0.8% of the resident population leaves to find opportunities in a different nation (Pires et al., 2020).

The FWE contributed to Portugal placing 27th on the World ranking of countries with the highest number of emigrants in 2015 (Pereira & Azevedo, 2019). Yet this data is only

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regarding the FWE. There were waves before and there will be in the future. It took Portugal years assisted by Troika to recover from the weak economic standpoint that the FC created. Now the World is facing what seems to be the beginning of a new economic crisis caused by the Coronavirus pandemic. With a recently recovered economy facing instability, it is expected that the number of emigrants will increase (Rogoff, 2020).

In 2017, the United Nations estimated that there would be around 2.3 million Portuguese emigrants in the world. This number represented 22% of the resident nation in the country that year and 0.9% of the total number of world emigrants. This last number is quite relevant because 0.9% is almost six and a half times superior to the weight of Portugal's population in the world (0.14%) (Pires et al., 2020).

Additionally, it is necessary to understand how the Portuguese population is spread around the globe.

1.2.1 Portuguese Emigration in Europe

The United Nations revealed a growth in the number of Portuguese nationals emigrating to Europe and Africa. Meanwhile, the American continent has suffered a decline in Portuguese emigration. In 2017 there were more than 1.5 million Portuguese emigrated in Europe, the vast majority in EU countries (Pires et al., 2020).

Although Europe as the main emigration option is not a recent trend, it only managed to establish itself as a dominant choice after the process of European integration. "A Europe without Frontiers" made international mobility flourish and consequently labour mobility (European Union, 2021). Higher wages made people interested in pursuing jobs outside the country in neighbouring nations. Ever since Europe gained a relevant place. Moreover, it became a somewhat safe choice for emigrants due to the European Union and the closeness between countries. Today, Portuguese emigration can be considered as a "European phenomenon" as annually the majority of emigration is directed towards European countries.

Table 1 compares the total number of Portuguese emigrants with the number of Portuguese emigrants in Europe.

Year	Total	Europe	% Of the Total
2000	2 174 444	1 301 084	59.8%
2005	1 936 066	1 114 618	57.6%
2010	2 098 897	1 308 130	62.3%
2015	2 306 321	1 433 482	62.2%
2017	2 266 735	1 502 151	66.3%

Table 1: Europe's impact on Portuguese emigration numbers (in percentage)

Source: Created by the author, based on a table from Emigração Portuguesa 2020 (2020:35)

From the data available, it is apparent that the total number of Portuguese emigrants has always been around 2 000 000. A growth of 207 424 was witnessed between 2010 and 2015. This fluctuation is a consequence of the FWE. Additionally, the chart details how many Portuguese emigrated to Europe. Nevertheless, these numbers can hide the real magnitude of the matter. For that reason, the percentage of emigrants living in Europe is presented. The percentage of Portuguese nationals who emigrated to a European country has had some variations. Nonetheless, it presents growth overall. After 2010, because of the FC, the percentage increased, surpassing the barrier of 60%. Ever since, this figure has been stable, showing signs of growth in 2017. Even though in that year the total number of emigrants decreased, the percentage of Portuguese people living in Europe surpassed the 65% barrier.

There has not been found a specific reason for the decrease in total emigration, while the European numbers increased. However, there are two possible explanations for this occurrence. The first possibility is that the majority of Portuguese who returned home were emigrated outside of Europe. The second option is that the Portuguese emigrated outside Europe, might not have returned to Portugal, but emigrated to a European country. From the 10 main countries of Portuguese emigration, only two are in a different continent (Angola and Mozambique) (Pires et al., 2020).

In 2017, Portugal was first in the ranking of European Union countries with more emigrants in comparison to their population percentage (21.9%). This number represented the 13th place worldwide. Croatia is in a similar situation to Portugal when it comes to emigration as the percentage it has is also 21.9%. However, both countries differ in

immigration rates. While Portugal only has 8.5%, Croatia has 13.4%, making its situation better than the Portuguese one (Pires et al., 2020).

1.2.2 Portuguese in France

Figure 3 presents the evolution of Portuguese emigration numbers to France, while comparing it with the world situation.
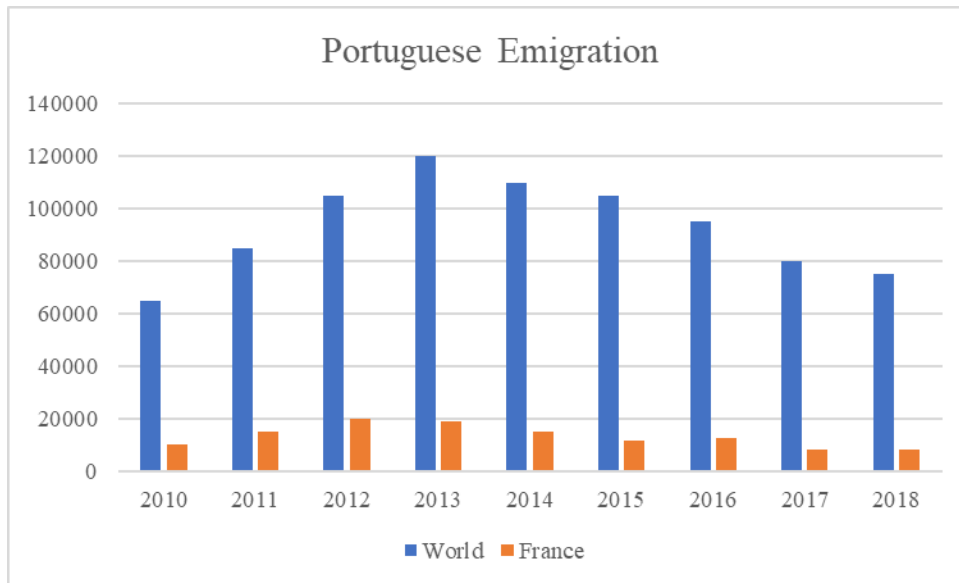
Figure 3: Portuguese Emigration numbers (France vs World)

Source: Created by the author with data from Indicadores de Integração de Imigrantes Relatório Estatístico Anual (2020)

Emigration numbers to France have increased similarly to the total emigration rise after the FWE. However, Figure 3 presents a significant difference between the World and France. While the peak of Portuguese emigration was observed in 2013 with 120 000 citizens, the peak for Portuguese emigration to France was seen in 2012 with 19 658. Even though the disparity between 2012 (19 658) and 2013 (18 792) is only 866, the total emigration peak being in 2013, caused a discrepancy of 3% from one year to the other.

Year	% France/Total
2010	15%
2011	18%
2012	19%
2013	16%
2014	13%
2015	11%
2016	13%
2017	10%
2018	11%

Table 2: France's impact in Portuguese Emigration, between 2010 and 2018 (in percentage)

Source: Created by the author with data from Emigração Portuguesa 2020 (2020)

Nevertheless, as Table 2 presents, the percentage of Emigration to France has always been above 10% of total emigration. The numbers between 2010 and 2013 are above 15% which is intimately related to the general rise in emigration numbers. Nonetheless, the percentage has not been below 10% even after the effects of the FWE left. This might correlate with the stabilization in high emigration numbers (75 000). Meaning that France is seen as a country of opportunities and that is constantly one of the top destinations for emigration.

Therefore, France is the country where a higher number of Portuguese emigrants are living. It has reached 603 600 residents in 2019 (Pires et al., 2020). With such a large Portuguese community, it is perfectly natural that there is a larger number of institutions to assist citizens in bureaucratic matters. Consulates are an example that will be further developed in the next chapters. These represent the biggest form of support to the Portuguese Community in a foreign country.

According to Pires et al. (2020), in 2019 France was the country that held the highest number of Portuguese consulate registers counting with 1 405 053 records. The country that comes next on the list is Brazil with just 821 276 registers. The difference from first to second place is more than 500 000.

Nevertheless, consulate registers are not the best indicator. Since emigrants are not obliged to enrol themselves in the consulate of their residential area, the majority will not

do it. People only get enrolled in the consulate when they need consular help. Consequently, many emigrants might never be registered at their residential area Consulate. Besides, the management system might have doubled the same register. However, these double registers will be removed as a new management system is being implemented. This is further explained in the Internship chapter. There is also the possibility that some of the people registered do not live in the country anymore.

Even if immigrants return to their home country, they still feel connected to their host country. They develop a different relationship with the country, its people, and its culture. In order to understand how the host country can influence an immigrant, the next chapter explores culture and identity.

Culture and Identity are challenging concepts to define as both terms are often used to connotate several distinct meanings. Raymond Williams (1976: 49) confirms the complexity behind the word culture by saying that it "is one of the two or three most complicated words in the English language.". Williams (1976) then describes culture as holding three divergent meanings that compete with one another. Firstly, culture is seen as an individual's act of self-enrichment. Secondly, it is interpreted as a group's distinct form of living. Lastly, culture can be understood as an activity.

Nevertheless, for this report, culture takes the second understanding. The United Nations Educational, Scientific and Cultural Organization (UNESCO) developed a definition that meets the second interpretation. UNESCO Institute for Statistics (2009: 9) expresses that:

> UNESCO defines culture as the set of distinctive spiritual, material, intellectual and emotional features of society or a social group, that encompasses, not only art and literature, but lifestyles, ways of living together, value systems, traditions and beliefs.

As the definition above implies, several cultures coexist in society. Moreover, these can live within the same individual and influence his/her identity. "Identity is not as transparent or unproblematic as we think." (Hall, 1997: 222). For this reason, Stuart Hall (1992: 275) proposes three conceptualizations of identity, "(a) Enlightenment subject (b) sociological subject, and (c) post-modern subject.".

The Enlightenment subject is a deeply individualistic approach. It argues that humans are fully centred and unified individuals whose identity (inner core) remains the same throughout life, not being affected by change. On the contrary, the Sociological subject suggests that identity is formed and influenced by the relationship between individuals and their peers who interpose "values, meanings and symbols-the culture-of the worlds" (Hall, 1992: 275).

Therefore, this subject indicates that values and culture have a direct influence on identity making it not "autonomous and self-sufficient" (Hall, 1992: 275). This perspective, known as the "classic sociological conception of the issue" (Hall, 1992: 276), expresses that identity is created through "the 'interaction' between self and society" (Hall, 1992: 276).

Individuals are born with an essence that is transformed throughout time with "a continuous dialogue with the cultural worlds 'outside' and the identities which they offer" (Hall, 1992: 276). Identity is then a bridge between the self and the world. Consequently,

the subject grows to be fragmented and constituted of several and diverse identities, which can sometimes even be opposite or contrasting. This idea leads to the development of the Post-modern subject that emphasis that identity is neither fixed, essential, or permanent. It is then described as "a 'moveable feast': formed and transformed continuously in relation to the ways we are represented or addressed in the cultural systems which surround us" (Hall, 1992: 277).

Accordingly, Smith (1991: 4) expresses that the self (inner core) "is composed of multiple identities and roles - familial, territorial, class, religious, ethnic and gender.". The problem of identity is that each of the identities mentioned before are "based on social classifications that may be modified or even abolished." (Smith, 1991: 4), plus they may contradict each other on occasions. Since an individual's identity shifts according to his/her personal experiences, the answer to "Who Am I?" is in constant adaptation. Still, there is one identity that tends to reassure individuals of who they are, national identity.

2.1.   National Culture and National Identity

The previous chapter highlights the difficulty in answering the question "Who Am I?". Nevertheless, a different question can help us define part of our identity, "Where Am I From?". By determining where we are from, we acquire valuable knowledge about which traditions, behaviours, and values influence our inner core. Smith (1991: 17) expresses that:

> It is through a shared, unique culture that we are enabled to know 'who we are' in the contemporary world. By rediscovering that culture we 'rediscover' ourselves, the 'authentic self, or so it has appeared to many divided and disoriented individuals who have had to contend with the vast changes and uncertainties of the modern world.

In a globalized world where new identities emerge and cease from one moment to another (Smith, 1991), the answer to "Where Am I from?" brings beneficial information to understand the self's foundation. With many uncertainties, national culture offers a sense of stability to individuals.

Nonetheless, society is based on interactions between people, from the same country or not. Therefore, when approaching someone for the first time, a common and crucial

question to make is "Where Are You From?". The answer to this has great value. Being able to locate someone "on the map", provides information about that person.

Hence, we are able to assume certain behaviours, traditions, and values that the individual in front of us might exhibit. Even though this answer offers some insight about someone, that individual will, most likely, not follow all the behavioural patterns assumed. This is because most assumptions are based on stereotypes which are often exaggerated versions of reality.

A country's national culture has a direct influence over someone's national identity. Hall (1997: 292) explores the connection between both concepts by saying that:

> National cultures are composed not only of cultural institutions, but of symbols and representations. A national culture is a discourse- a way of constructing meanings which influences and organizes both our actions and our conception of ourselves […] National cultures construct identities by producing meanings about 'the nation' with which we can identify; these are contained in the stories which are told about it. memories which connect its present with its past, and images which are constructed of it.

Accordingly, the events the nation experienced throughout its history are expressed by myths, stories, symbols, along with others. These help to establish the common national narrative and therefore the nation's national culture. People identify themselves with the nation and the narrative that it presents. Citizens of a nation share not only the common narrative but also behaviours. These are disseminated across generations and viewed as part of that nation's national identity.

The concept of national identity is multi-dimensional. It relies on five essential elements, "an historic territory, or homeland", "common myths and historical memories", "a common, mass public culture", "common legal rights and duties for all members", and "a common economy with territorial mobility for members." (Smith, 1991: 14). Accordingly, the notion of nation can be defined by the five elements mentioned above.

Nonetheless, nation is often misunderstood for state. State "refers exclusively to public institutions, differentiated from, and autonomous of, other social institutions and exercising a monopoly of coercion and extraction within a given territory." (Smith, 1991:14). Therefore, nation comprehends multiple areas apart from public institutions. Smith (1991: 15) expresses that:

National identity and the nation are complex constructs composed of a number of interrelated components — ethnic, cultural, territorial, economic and legal-political. They signify bonds of solidarity among members of communities united by shared memories, myths and traditions that may or may not find expression in states of their own but are entirely different from the purely legal and bureaucratic tics of the state. Conceptually, the nation has come to blend two sets of dimensions, the one civic and territorial, the other ethnic and genealogical, in varying proportions in particular cases. It is this very multidimensionality that has made national identity such a flexible and persistent force in modern life and politics, and allowed it to combine effectively with other powerful ideologies and movements, without losing its character.

"Of all the collective identities in which human beings share today, national identity is perhaps the most fundamental and inclusive." (Smith, 1991: 143). One key factor that national identity relies on is nationalism, "an ideological movement for the attainment and maintenance of the autonomy, unity, and identity of a social group, some of whose members conceive it to constitute an actual or potential nation." (Smith, 1991: 74). Still, it is necessary to note that an individual's national identity coexists with other types of collective identity, for instance, gender or religion. These other identities may influence the individual's national identity direction, but they rarely weaken its hold (Smith, 1991). This occurs because, national identities "represent attachment to particular places, events, symbols, histories." (Hall, 1992: 304). It affects an individual based on his/her emotions towards the nation.

As mentioned previously, identities coexist in society. Moreover, these are not limited to people. Countries and companies, for instance, have also an identity. This report focuses on the Portuguese Community living in France. Therefore, the next subchapter talks about transnationalism and transnational identity.

2.2. Transnationalism and Transnational Identity

Transnationalism has been a subject matter of considerable discussion, having both its supporters and critics. This concept and diaspora "are often connected and/or used interchangeably" (Brettell, 2006: 329). Quoted by Brettell (2006: 329), Levitt expresses that the term diaspora is widely used to characterize:

individuals who have been exiled or displaced to a number of different nation states by a variety of economic, political and social forces. Transnational communities are building blocks of potential diasporas that may or may not take shape. Diasporas form out of the transnational communities spanning sending and receiving countries and out of the real or imagined connections between migrants from a particular homeland who are scattered throughout the world. If a fiction of congregation takes hold, then a diaspora emerges.

Consequently, this topic combines the first two chapters, Migration and, Culture and Identity. Migration finds transnationalism a challenge, because "as people become more mobile, many of them foster social and economic relationships in two or more societies at once." (Castles et al., 2013: 5).

Nonetheless, the essence of transnationalism between migrants evolved throughout the years taking numerous forms in economic, socio-cultural, and political fields. This development is due to a change in political and economic conditions at the origin and the host countries (Vertovec, 2001).

Globalization, through migration fluxes, promoted the appearance of new identities and the adjustment of the existing ones (Esteban-Guitart & Vila, 2015). Hence, the conventional concepts of identity are challenged. Transnational identity is the term used to refer to people living between two cultural contexts while trying to set up a dialogue between the host country and the origin country. It is necessary to keep in mind that transnational identity is part of national identity. But, since the concept is both under identity and migration, "Scholars in transnationalism have not quite established a clear definition of transnational identity." (Wangaruro, 2011: 11).

Nevertheless, according to Wangaruro (2011: 11), transnational identity can be characterized by:

> a way of living that characterizes some migrants, and which reflects their desire, and longing of association with the way of life and the place of their home country while at the same time upholding new roles acquired in the host country.

Therefore, "the concept of 'transnational identity' refers to the bicultural character of immigrants who must negotiate their two forms of cultural socialization." (Esteban-Guitart & Vila, 2015: 18). It represents an individual's form of being and belonging in society while having to deal with the pressure from being both an immigrant in the host country and an emigrant at the origin country.

Fina and Perrino (2013: 3) understand that:

> Transnational identities are often characterized by the use and appropriation (at time conscious and at time just enacted in practice) of cultural resources that belong to different communities and places. Such resources include language, music, conceptual constructs, or narratives that may combine elements usually associated with distinct groups, nations, spaces, and so forth, and therefore imply coming to terms with contradictions created by the need to navigate traditional boundaries.

So, transnational identities are put into practice by doing simple actions. An example is a Portuguese immigrant in France using French to communicate with others. As the use of a country's cultural resources intensifies, the more connected and integrated someone is in a certain community. Considering that people feel connected towards more than one nation, it is then understandable that some of them request for the host country's nationality. Nationality is a link to the nation and its national identity. Therefore, individuals who feel the host country's culture and identity as their own, often request for that country's nationality.

With more than 2 million Portuguese emigrants in the world, it is perfectly natural that some request the nationality of their host country. Table 3 only features countries in which the number of nationality acquisitions is higher than 100 000 or the number of acquisitions in 2019 was higher than 1 000.

Country	Total Nationality Acquisitions	Number of Nationality Acquisitions in 2019
Australia	127 674	230
Canada	176 470	277
France	110 014	2 080
Germany	128 905	760
Italy	112 523	21
Luxemburg	11 451	1 067
Spain	162 799	596
Switzerland	41 127	2 816
United Kingdom of Great Britain and Northern Ireland	159 380	2 227
United States of America	843 593	1 712

Table 3: Total Nationality acquisitions vs Nationality acquisitions in 2019, by Portuguese nationals

Source: Created by the author with data from Indicadores de Integração de Imigrantes Relatório Estatístico Anual (2020)

In 2019, France, Switzerland and the United Kingdom of Great Britain and Northern Ireland (UK) were the only countries where acquisitions surpassed 2 000. France is a country of constant Portuguese emigration. So, it is not a surprise that part of the Portuguese Community in France develops a different connection to the country. Even though, Spain is Portugal's neighbour country, nationality acquisitions in 2019 were almost 3 and a half times inferior to the requests for the French nationality. Switzerland had the highest number of acquisitions (2 816). This is an impressive number when comparing the country's number of total nationality acquisitions with the other countries displayed. There were 2 227 accepted requests for the British nationality, some of them might have been triggered because of the Brexit situation which would affect immigrants in the UK.

However, some maintain a strong connection with their home country. This connection can be seen through remittances. Ratha (n.d.) explains that:

> When migrants send home part of their earnings in the form of either cash or goods to support their families, these transfers are known as workers' or migrant remittances. They

have been growing rapidly in the past few years and now represent the largest source of foreign income for many developing economies.

By sending money to Portugal, Portuguese emigrants are proving that the country still influences them. They are contributing to the economy without realising. In 2019, Portugal received 3 645 230 € in remittances. This value represented 1.7% of the gross domestic product generated by the country that year. France and Switzerland are the two countries where most Portuguese nationals live. That is translated in high remittance values. The remittances from these two countries were more than half of the remittances total value. Table 4 presents the only six countries that provided remittance values above 200 000 €. These six countries account for almost 90% of the total remittances value (Oliveira, 2020).

Country	Remittance	% total remittances
France	1 093 540 €	30%
Switzerland	988 660 €	27.1%
United Kingdom of Great Britain and Northern Ireland	359 620 €	9.9%
Germany	274 470 €	7.5%
Angola	248 360 €	6.8%
United States of America	214 200 €	5.8%

Table 4: Portuguese Remittances

Source: Created by the author with data from Indicadores de Integração de Imigrantes Relatório Estatístico Anual (2020)

2.3. The Portuguese Community in Paris

The Portuguese Community in Paris (PCP) is one of the biggest groups of Portuguese nationals living abroad. Consequently, the Portuguese culture finds a way to remain active in a foreign land. Many initiatives that disseminate the Portuguese Culture can be found at the French capital.

"Food is often used as a means of retaining their [immigrants] cultural identity." (Sibal, 2018). As a result, in Paris, there are many restaurants, bars, and pastries presenting themselves with typical Portuguese food. One example is *"Pastelaria Belem"*, a pastry shop located at 10 minutes from the Consulate-General of Portugal in Paris. In there, people can appreciate typical Portuguese pastries such as the *Pastel de Nata*.

Nonetheless, other initiatives promote the Portuguese Culture. The following are supported by the *Consulado-Geral de Portugal em Paris* (n.d.-a):

- o *Camões – Instituto da Cooperação e da Língua* is an institution under the Ministry of Foreign Affairs. It "promotes, finances, co-finances and operates dozens of programmes and projects in a variety of areas in different partner countries". (Camões - Instituto da Cooperação e da Língua, n.d.) It is then responsible for coordinating and executing the cooperation policy and promotion of the Portuguese language and culture abroad.
- o *Centro Cultural Português em Paris- Instituto Camões* is a centre created in 1995 by the Ministry of Foreign Affairs and the Ministry of Finance. Its activities are focused on teaching Portuguese as a Foreign Language and as a Language of International Communication, as well as the promotion of the Portuguese culture in France. It organizes and supports regular programs in its facilities or in collaboration with other partners, such as Libraries and Universities.
- o *Fondation Calouste Gukbenkian* in Paris is a Portuguese Institution whose legal purposes are education, science, art, and charity.
- o *Casa de Portugal em Paris – Residência André de Gouveia* is a house located at the campus: *Cidade Internacional Universitária de Paris*. It was built in 1967 by the *Fondation Calouste Gukbenkian,* and opens its doors to Portuguese students, artists, athletes, and researchers. Since March 2020, it homes *Biblioteca Gulbenkian* which holds the largest Portuguese collection in France.

- o ***Exposições Itinerantes*** (*A arte do Azulejo em Portugal, Descobrimento do Brasil, Palavras da Terra, Camões, Eça de Queiroz, Abril Abril – O chegar da Liberdade, Letras e cores, ideias e autores da República, História do Fado*)

Even though all these projects are distinct, they all help the Portuguese community in a different way. The majority promotes the Portuguese language and culture making an effort to keep the culture alive.

The previous two chapters highlighted the Portuguese Migration situation and how the Portuguese culture remains active in a different country. Having a community of over 600 000 Portuguese citizens living in France, there are required a lot of Portuguese representations in the country. The next chapter highlights the need for diplomacy before diving into the Internship topic that talks about the activities performed at the Consulate-General of Portugal in Paris.

Diplomacy is generally accepted to date to the beginning of humankind. As societies concentrated around the world, the need for communication between and on behalf of different cultures grew.

Even though diplomacy has been practiced for a long time, there are still doubts about its meaning. The word is often used to denote different connotations. It is interpreted as a synonym for "foreign policy", "negotiation", a Foreign Service's branch, and as a theoretical quality or gift. These distinct meanings have created certain confusion on the perception of what exactly diplomacy is (Nicolson, 1942).

Cornago (2008: 574) explains the concept as:

> The conduct of international relations by negotiation and dialog or by any other means to promote peaceful relations among states. More comprehensively, diplomacy is a set of practices, institutions, and discourses that are key for the basic understanding of the historical evolution of the international system and its evolving functional and normative needs.

Analysing the definition above, there can be found only two of the meanings expressed in the first paragraph. These are "foreign policy" and "negotiation". Nevertheless, these concepts are only part of diplomacy's definition, they cannot act as synonyms for the term.

The notion of diplomacy has been constantly evolving throughout time. Nonetheless, after the First and Second World Wars, it developed greatly. Diplomacy's practices and its role in the world had to keep on adapting to "the environment in which diplomatic dialog takes place" (Cornago, 2008: 576).

There have been some International Conventions having Diplomatic Relations as a focus. "At the Vienna Congress in 1815, the first attempt was made to codify diplomatic law at the international level." (Swiss Federal Department of Foreign Affairs, 2008: 4). Nevertheless, it was not until the Vienna Convention on Diplomatic Relations in 1961 "that the customary rules and practices of international diplomacy were codified." (Cornago, 2008:576). Years later, the Vienna Convention on Consular Relations took place to organize and regulate Consular Affairs.

3.1.   The Vienna Convention

3.1.1.   Treaty Glossary

In order to fully fathom the next subchapters, it is necessary to understand a few concepts regarding treaties. A Treaty is an international accord between one or more States and one or more international organizations, in a written form regulated by International Law (United Nations, 2005b).

Nevertheless, this subchapter focuses on Conventions. These are a form of a Treaty usually executed with the support of international entities or a conference of states. The main purposes of this multilateral instrument are to codify, regulate, and law-make (Marks & Freeman, 2020).

Each Convention has countries that are either signatories or parties of the pact. Signatory is the term applied for States in political favour of the Treaty that want to maintain their commitment to the Treaty's development. This is applied to States that signed the agreement before it became operational. Yet, Party is the name given to a State who has accepted to put into practice the guidelines of the accord after it was already in action (United Nations, 2005b).

Both Conventions express when each State became a Signatory or a Party of the agreement. Furthermore, it explains how members became a Party, either by "ratification", "accession", or "succession".

"Ratification defines the international act whereby a state indicates its consent to be bound to a Treaty if the parties intended to show their consent by such an act." (United Nations, n.d.-c). The ratification institution allows States the time necessary for the agreement to be approved at the domestic stage and to create the required legislation to provide domestic effect to the Treaty.

"Accession" happens when a State "accepts the offer or the opportunity to become a party to a Treaty already negotiated and signed by other states." (United Nations, n.d.-c). It typically takes place after the Agreement is in force. Ratification and Accession have the same legal value.

The third way for a country to become a Party is with "Succession". This occurs when a State is replaced by another in the duties for the international relations of the territory

(United Nations, 2005a). "Succession of States" was partially implemented due to the decolonization and the rise of new states. One example is North Macedonia in the Vienna Convention on Consular Relations (United Nations, n.d.-b). The country was part of the Socialist Federal Republic of Yugoslavia. However, after its independence was declared, it took the place of the Socialist Federal Republic of Yugoslavia in the Vienna Convention on Consular Relations.

3.1.2. Vienna Convention on Diplomatic Relations

On April 18th of 1961, the Vienna Convention on Diplomatic Relations (VCDR) occurred. The outcome of this Convention was a Treaty with the same name. Its entry into force was on April 4th of 1964. This Treaty is an International Agreement that regulates the basis for Diplomatic Relations between independent countries. It lists the rights of a diplomatic mission that assist diplomats in executing their functions without oppression or persecution by the host country (Cooper et al., 2013).

Nonetheless, the rules and practices regulated were not exactly new. "Many of them needed clarification; others required their adaptation to the contemporary conditions of international relations." (Cornago, 2008: 576). It is also necessary to note that even though there are values that the States are required to support, they can create their procedures, adapting them to their context (Rana et al., 2011).

The success of the VCDR is considerable. Nowadays, the Treaty counts with 60 signatories and 193 parties (United Nations, n.d.-a). Portugal became a Party on September 11th of 1968 following the process of "Accession". The VCDR is still receiving new members, the last addition to the Party list was the Solomon Islands. The State joined the Convention on June 3rd of 2021 by "Accession" (United Nations, n.d.-a).

3.1.3. Vienna Convention on Consular Relations

Two years after the VCDR, on April 24th of 1963, the Vienna Convention on Consular Affairs (VCCR) occurred. The result of this Convention was a Treaty with the same name. Its entry into force was on March 19th of 1967 (Cooper et al., 2013).

VCCR is an International Agreement that regulates the structure of consular work. It describes the duties and rights of "sending States" (the one represented by the Consul) and the "receiving States" (the country where the Consul is established). Moreover, it characterizes the duties, rights, and immunities given to Consular Officials and their agents (Cooper et al., 2013).

"When states establish diplomatic relations, they automatically also enter into consular relations." (Rana et al., 2011: 218). However, this statement is not valid in reverse. Even if, for instance, a war breaks out and Diplomatic Relations are broken, consulate relations do not necessarily come to an end. Except if there is a direct order for that effect (Rana et al., 2011).

Following its "cousin's" footsteps, this Convention is also successful. Currently, the Treaty has 48 Signatories and 181 Parties (United Nations, n.d.-b). Portugal became a Party on September 13th of 1972 following the process of "Accession". The most current addition to the Party-list was the Solomon Islands. The State joined the Convention on June 3rd of 2021 by "Accession" (United Nations, n.d.-b).

3.2. Diplomacy challenges

3.2.1. Diplomacy in the 21st century

Diplomacy has faced different challenges according to the time and context that the world was living in, from the reforms after the World Wars to the most current ones brought by globalization. Three main topics challenge diplomacy in the 21st century (Cooper et al., 2013).

The first matter is the increasing number of new actors taking part in negotiations and their legitimacy (Cooper et al., 2013). "Diplomacy shares its sphere of activity with new, non-state actors and thereby becomes more fluid." (Emrich & Schulze, 2017: 4). It is forced to adapt due to the impact of new actors in, for instance, political agendas. However, these can also be allies of a nation. One example are NGOs. These institutions can associate with a government when both have the same goals.

Public is the second challenge. The 21st century is the Digital ERA. People can communicate without the restriction of a border by using digital tools. Consequently,

diplomacy faces the need to adjust to this ERA and find its place in the digital space. Emrich and Schulze (2017: 5) express that this social transformation:

> allows for more transparency of decision-making and – insofar as confidentiality is possible – involvement of the interested public can be a way to lead to at least limited participation enabling dialogue and thus a chance for diplomacy to regain trust and legitimacy.

Lastly, the third topic is digitisation. As the Oxford Dictionary indicates, digitisation is "the process of changing data into a digital form that can be easily read and processed by a computer" (Oxford Learner's Dictionary, n.d.). One simple example, as Malak (2021) expresses, is scanning a physical file and converting it to a digital version like PDF.

These three challenges have one common denominator, adaptation. Cooper et al. (2013) emphasis that it is now more important than ever that Diplomacy keeps on adapting as it already extended its subject matters "from the high politics of war and peace to health, environment, development, science and technology, education, law, the arts.".

The biggest challenge diplomacy faces is the need for continuous adjustment of working practices. A recent example is the Covid-19 Pandemic. It forced diplomacy to take steps in record time in the digital world.

3.2.2. Diplomacy in a Pandemic

2020 was defined by the Coronavirus outbreak. This health pandemic affected the whole world in a matter of months. The Health Sector was pressured to adapt, and as the situation kept on worsening, countries had to find a way to minimize the transmission of the virus. Therefore, most of them decided to close their borders, challenging, and pressuring their economies.

The sectors mentioned above were forced to adapt, and so did diplomacy. Diplomatic Relations around the World have been affected as the attention moved to the management of the Covid-19 crisis.

Governments were pushed to adopt digital tools and practices. As consequence, digitalisation applied to diplomacy became one of the main focuses of action. It is important to note that digitalisation and digitisation (concept presented on point 3.2.1.) are distinct. Digitalization is the use of digital technologies to improve and transform a

business or organization (Malak, 2021). Moreover, it was imperative to adjust diplomacy to the digital technologies, and it was necessary to adapt the existent digital technologies to the needs of diplomacy (Ali, 2021). Digital technologies made it possible that diplomacy could keep on working and serving its purpose to the world.

Consulates are a diplomatic mission that suffered greatly with the impact from the pandemic because they work directly with and towards citizens. Accordingly, online alternatives were created to maintain the support of nationals living abroad.

The next chapter describes the experience of taking an internship at the Consulate-General of Portugal in Paris, during the Covid-19 pandemic.

3.3.   Diplomatic Missions

Missions have the purpose of executing the foreign policy of the country they represent. Each embassy and consulate represent a mission. Nevertheless, sometimes understanding the difference between both is complicated due to what they have in common.

3.3.1. Embassy

Embassies are the headquarters for the representatives of a nation in a foreign country. Usually, they are established in the capital cities of the receiving country. These missions have two essential purposes. The first one is to support national citizens who are travelling or living in the host country (National Museum of American Diplomacy, n.d.). The second one is to maintain, and if possible, improve, the relationship between both nations through political work (Cooper et al., 2013).

The VCCR proposes that Embassies are allowed to carry out consular functions under some conditions. However, Consulates cannot participate in political work, except if the states have agreed to it.

One example of an embassy taking up Consular work is the Portugal Embassy in Greece. After an analysis of the Portuguese Community in Greece it was understood that an Embassy with a Consular Section would be the best choice for this case. Consequently, the Embassy takes care of the most usual functions provided at Consulate facilities such as the renovation of Identification Documents.

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3.3.2. Consulate

Consulates are usually subordinates of the States' higher mission in the host country, in most cases, Embassies. However, these only share one key purpose which is to support national citizens abroad. While Embassies hold a more political character, Consulates have a "more commercial, practical, and administrate nature" (Cooper et al., 2013).

Though there is only one Embassy in a host country, the number of Consulates is highly dependent on the number of nationals living there. The more immigrants in the host country, the more Consulates are required to assist their needs.

There are three types of Consulates: Consulate-General, Honorary Consulate, and Vice-Consulate. Consulate-General is the highest-ranking of these three. It performs the widest functions and responsibilities in comparison with the other two. An Honorary Consulate is dependent on the Consulate-General and has a limited plan of action. Vice-Consulate is an institution that performs missions in smaller cities. The responsibility ranking of the three is Consulate-General, Vice-Consulate, and Honorary Consulate.

The Consulate-General of Portugal in Paris (CGPP) is an institution that exerts Portuguese diplomacy in France. It provides for the people living in the region of Île-de-France, constituted by eight *départements*[1]: Paris, Essonne, Hauts-de-Seine, Seine-Saint-Denis, Seine-et-Marne, Val-de-Marne, Val-d'Oise and Yvelines. In addition, it is also the reference Consulate for Portuguese nationals living in the French Islands.

The institution has a vast history, being mentioned in records dating to 1760, making it one of the oldest Portuguese representatives in the world. Due to its dense past, the critical documents belonging to this Consular Representation, prior to 1832, are kept at *Arquivo Nacional da Torre do Tombo*. The institution's website lists the Consuls who led the Consulate from 1831 until now. As a result of its long history, the list counts with little more than 40 names. Within those is a memorable name of the Portuguese literature, Eça de Queiroz. The writer and diplomat performed the role of Consul-General of Portugal in Paris between 1888 and 1894 (Consulado-Geral de Portugal em Paris, n.d.-b).

The CGPP has had several locations during its time of activity. Currently, it is located at the centre of Paris, on street 6, Rue Georges Berger, 75017, Paris. Situated at a 15-minute walking distance from the Arch of Triumph, the area comprises numerous transportation options to cross the city. It accommodates an extended number of services providing consular help and advice. Its major audience are Portuguese nationals immigrated in France. However, not only Portuguese nationals seek the CGPP's help. The institution also assists citizens from other nationalities, having as a second major audience the nationals from ex-Portuguese colonies such as Cape Verde.

The representation is divided into 7 departments. The ground floor homes the treasurer and the busiest department of the CGPP, *Cartão do Cidadão*. At the first floor two other departments are found. The first one divides itself in two sections, *Entrega de Cartão de Cidadão* and *Passaportes*. *Entrega de Cartão de Cidadão* comprehends the delivery of Identification Documents which are made on the ground floor. On the other hand, *Passaportes* grasps both the making and delivery of passports. This second section is often assisted by *Entrega de Cartão de* Cidadão on the delivery of passports. The second department on the first floor is *Espaço do Cidadão* that is further developed in this report.

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[1] *Départements* are French administrative units with "wide-reaching competencies: social action, construction and maintenance of secondary schools, rural reparcelling, organisation of school transport, etc." (Insee, 2018). Each *département* belongs uniquely to one region. Currently there are 13 regions and 101 *départements* (96 in the metropolitan area and 5 in the overseas regions) (Insee, 2018).

The second floor holds the cultural department which handles matters related to the learning of Portuguese and Portuguese associations. There are two departments on the third floor, *Notariado* and *Registo Civil*. The last one is further developed in this report. Lastly, the fourth-floor homes the juridical department.

Each department works through online scheduling. This practice was adopted before the Covid-19, making the changes brought by the pandemic a little less evident to the workers. The institution's website offers the list of Consulate departments. Once clicking on the department chosen, the user is redirected to a page where he/she can make an appointment.

Nevertheless, the Consulate also works by mail. On the CGPP's website there is a service named *Consulado em Casa*. It is especially used by people who live far from the centre of Paris or do not have the possibility to go to the Consulate. But not all matters can be done through mail. Nonetheless, after clicking on *Consulado em Casa*, the user is redirected to a page that describes the services performed by mail. Next, the citizen choses the service wanted and downloads the available form. Once the form is filled, it can be sent to the CGPP with a photocopy of the documents requested. *Consulado em Casa* is mostly used for the two services developed next, *Espaço do Cidadão* and *Registo Civil*.

4.1. Espaço do Cidadão

From January 15th to February 5th of 2021, the internship took place at the department *Espaço do Cidadão* (EC). Most services provided are related to legal procedures, helping both Portuguese nationals and nationals of ex Portuguese colonies. Nonetheless, some barriers were set for the internship. At EC, one activity excluded from the intern tasks is the obtention of Criminal Records. Because it is necessary to work with two governmental programs. Criminal Records are often requested when applying for a job or a traineeship, as it is necessary to prove that the Portuguese criminal record is clean. The tasks developed at *Espaço do Cidadão* will be now explored.

4.1.1. Life Certificate

Life Certificate (in Portuguese, *Prova*, or *Certificado de Vida*) is a document that Portuguese pensioners (who worked for the Portuguese State and are currently living in France) need to send to *Caixa Geral de Aposentações* (CGA) to prove they are alive. Usually, CGA sends them a letter with two papers in it. The first explains the need for this procedure and the second needs to be filled with the pensioner's information (name, identity document number, and others).

After filling in the information, the interested needs to have his/her identity checked. That is a service performed by the individual's residential area Consulate or Town Hall. There, the staff can confirm the person's identity by comparing the person with the photo on his/her identity document. After the identity is confirmed, the document receives a seal from the institution and is ready to be sent to Portugal. Sending the document in time is the pensioner's responsibility.

Prova de Vida is usually requested in the early months of the year. However, this year, due to Covid-19, the deadline was extended. If a pensioner does not receive the letter with the document, then he/she can head to the Consulate and explain the situation. After that, a new document, following the Consulate's Life Certificate template, is issued, and sealed. For the CGA, this new certificate has the same legal value as the one sent in the letter.

Years ago, the Life Certificate could only be sealed by a Portuguese entity because its sentences were in Portuguese. But that changed. Now, the paper contains the French

translation to the Portuguese sentences. Therefore, Town Halls are able to confirm the pensioner's identity and seal the document. Nevertheless, in Paris, many Town Halls refuse to seal it and instead redirect pensioners to the Consulate-General of Portugal in Paris.

4.1.2. Declaração de Saída por parte de um pai

"*Declaração de Saída por parte de um pai*" is a written statement, signed by both parents, allowing a minor to leave the country in the company of one of them. This is a regularly requested document. However, its demand intensifies during vacations. The French School System is different from the Portuguese. For each holiday, it is given a two-week break period.

Moreover, every region is given a code zone that changes annually. Therefore, break periods vary according to which code zone the region belongs to. This year, the winter break was between February 6th to February 22nd for Zone A, February 20th to March 8th for Zone B, and February 13th to March 1st for Zone C (Buswell, n.d.). During this time of the year, it is usual for parents to go on vacation with their children to the snow.

Consequently, before and during the winter break, these written statements were commonly produced by *Espaço do Cidadão*. Yet, the document is not given lightly. It is necessary to confirm the identities of the parents to assure the safety of the child.

4.1.3. Fotocópia Autenticada

"*Fotocópia Autenticada*" is a legal copy of a document, meaning that the duplicate has the same value as the original. Two practical examples can explain the need for this process.

For instance, when someone is in the process of acquiring Portuguese nationality, for the process to be complete, the person needs to present a copy of the identification document or the passport. In this case, a simple copy of the document is not accepted. The copy needs to receive a stamp. This stamp ensures the document's validity and the identity of the applicant. All the cases experienced during the internship were of passport copies.

The second example is when someone needs to send a legal document to a Portuguese authority. Instead of sending the original, that might get lost in the mail, the person gets an authenticated copy by the CGPP. Hence, the original remains in the citizen's possession and the Portuguese authority has access to the document.

4.1.4. Reconhecimento de Assinatura

During the internship, "*Reconhecimento de Assinatura*" (RA) was the process with the highest demand. This procedure falls into two categories, regular RA or RA of a translator. Each category requires a different stamp, suitable for the case.

A regular RA can occur, for example, when someone is in the process of acquiring Portuguese nationality. The acquisition of a nationality is a serious process. Consequently, before the application can be sent to be evaluated, it is necessary to confirm the identity of the candidate. In this case, to guarantee that person's identity, the individual signs the application paper while his/her signature is being compared with the one on his/her identification document.

In comparison, the RA of a translator is a more complex process. It has many details attached, especially that the signature being authenticated is of someone who is not present. This procedure is requested when, for example, a student applies for college in Portugal, after studying in France until the 12th grade. In order to make the application, the interested must provide a translation of the document containing the results achieved in each subject, as well as any appreciation made in it.

The difficulty here is that not every translator is qualified to make translations. Only those recognized and approved by the Consulate-General of Portugal in Paris can. In the consulate's website is available a list comprising the names, email addresses and phone numbers of translators approved by the entity. Each individual on the list has a specific stamp that should be placed on the translated document. Since the translator is not present, it is necessary to check if he/she is on the list.

These were the most relevant duties performed at *Espaço do Cidadão*.

4.2. Registo Civil

February 8th of 2021 marks a new phase on the internship at the Consulate-General of Portugal in Paris. It was my first day working at *Registo Civil*. *Espaço do Cidadão* and *Registo Civil* are completely distinct departments, which can be seen by the great difference in work volume.

While at *Espaço do Cidadão* there would be dead times, at *Registo Civil* those did not exist. The increase in work volume led to new responsibilities that created a better understanding of the Portuguese Community in France and of the cultural differences between both countries.

4.2.1. Archive

The Archive proved to be an important task providing better knowledge about the Consulate's building and about the extensive records that the CGPP has in its power. Before, there were more Portuguese Consulate facilities in the area of Paris, such as the Consulate of Portugal in Versailles. However, they closed. Those areas are now in charge of the CGPP. Therefore, the records held in each facility were transferred to the Archive of the Consulate-General of Portugal in Paris. These files are organized by Consulate and more often than not, they are necessary. Directly related to the Archive is the next topic.

4.2.2. Payment letters

The CGPP's Archive is vast. Nevertheless, it is only natural that, by holding so many documents, it runs out of space. Thus, sometimes, it is necessary to observe which files are obligatory to remain there for future purposes, and which records can be destroyed. Even though some documents looked like they could be destroyed, before proceeding to that extent, it was necessary to check if all they have all been paid. Each binder had at least one document that had not been paid.

This occurred in great magnitude in the "*Coutume de Bebê*" binders. But there is a reason behind it. These documents are, frequently, asked to the CGPP by the "*maries*" (Town Halls) in the name of the child's parents, leaving the payment responsibility to the

interested. They are either not explained about the payment process, or they forget to do it, so they do not pay.

Accordingly, payment letters were sent. Still, some were returned. Meaning that the person moved, and the new address is not in the management system. In those cases, it was necessary to call the phone numbers available on the management system to get the current addresses. Yet, some phone numbers were also not updated which led to dead ends. Hence, the only available option was to make a note in each person's file at the management system saying that he/she is in debt to the CGPP. So, when they need consular help again, that note will appear for the service provider.

4.2.3. Inscrição Consular

Inscrição Consular is a free of charge service performed every day at the CGPP. It is not exclusive to *Registo Civil*. Every department performs this task, except for the delivery of Identification Documents. This because, the Identification Document is made at *Cartão do Cidadão* so that it can be fetched at the 1st floor department. When a citizen requires a service, it is necessary to search if the person's information is already on the system. If the file does not exist, then one should be created holding as much information as possible. The current management system requires more information than the previous one. Each file keeps a record of the services required by a certain individual at the Consulate.

4.2.4. Birth, Marriage, and Death Certificates

"A birth certificate is a document which confirms the facts in the birth registry." (ePortugal, n.d.-a), these include an individual's date and place of birth, the name of the parents as well as his/her marital status. "A marriage certificate is a document which confirms the facts in the marriage registry." (ePortugal, n.d.-c), comprising the information of both spouses' birth certificates and the date and name of the region where the wedding took place. "A death certificate is a document which confirms the facts in the death registry." (ePortugal, n.d.-b), containing the name, date and place of birth, date and place of death, parents name, and others. From these three, Birth Certificates are the most solicited to the Consulate-General of Portugal in Paris.

Bureaucracy is different from country to country. While in Portugal, Birth Certificates are only requested for complex processes, such as marriage and adoption, in France the case is the complete opposite. In France, the Birth Certificate is a document asked regularly in a variety of situations, for instance, to get a kid enrolled in school. The disadvantage of this Certificate is that when presenting it to an entity, for it to have legal value, it needs to have been issued in the last three months. Having in mind the example above, this means that parents need to get a new Birth Certificate annually if they want to enrol their kids in school.

4.2.5. Avis de Mention

Avis de Mention is a document that intends to update the civil status of a citizen. Consequently, these are sent to the consulate to inform one of five possible situations. The first situation is when a marriage takes place and one of the parties has Portuguese nationality. Since the marriage occurred in a foreign country, for it to be recognized in Portugal, the parties need to register the marriage at a Portuguese consulate.

In France, most people get married at Town Halls. The *mairie* then takes responsibility to send the *Avis de Mention* to the Consulate. Nevertheless, sending an *Avis de Mention* is different from registering a marriage. This document only makes the Consulate aware of the marriage. After sending the *Avis de Mention*, the couple needs to go to the Consulate and present the marriage certificate. With this, the Consulate workers can create the couple's Portuguese Marriage Certificate and add the marriage to the part(ies) birth certificate(s).

The second case is when a divorce occurs. It follows the same line of thought as the previous paragraph. If a citizen has his/her marriage registered in Portugal and gets divorced, it is then necessary to declare the divorce. Divorces can be either amicable or contentious. When it is amicable, it can be declared by a notary. On the contrary, if it is contentious, it can only be declared by court. This little detail matters and is featured in the individual's birth certificate. Therefore, after mailing the *Avis de Mention* to the Consulate, the interested needs to register the divorce. I witnessed a few cases where couples would try to register their marriage, but one of them had not registered his/her previous divorce. So, they would not be able to register neither.

The third and fourth cases are when declaring that a *Pacte civil de solidarité* (the French equivalent to the Portuguese civil union) is being made or ceased. Nevertheless, this document is needless because, as it will be explained forward, the *Pacte Civil de Solidarité* is not recognized by the Portuguese law. The fifth and last situation occurs when declaring a death.

Even though these *Avis de Mention* are helpful to update the relevant information of the Portuguese nationals' files, they are not obligatory. Someone might, for instance, register his/her marriage without having previously sent an *Avis de Mention*.

The work done in this area was to make sure that every file was updated. Taking as an example the *Avis de Mention* regarding Marriage. Sometimes a person's file already had the marriage information meaning that he/she had registered his/her marriage before the *Avis de Mention* arrived at the Consulate. In other cases, the file would not hold the information. For those, a note would be added with the name of both parties, the date of marriage and the name of the region where the wedding took place.

4.2.6. Livret de Famille

Family Book, in Portuguese "*Livrete de Família*" and in French "*Livret de Famille*", is an official document issued either upon marriage or at the birth of a couple's (married or not) first child. Each member of the family has a correspondent page with some relevant information from their birth certificates. This booklet must be updated when any event that creates a change in the family structure takes place, for example, adoption or divorce (Service Public, n.d.).

This document is exclusively used in France, and there is a historical reason behind its creation. In 1871, during the Paris Commune, the public buildings in the city were set on fire by the Communards. This means that all the civil registers in Paris were destroyed. Due to this event, in 1877, the *Livret de Famille* was created. It was meant for valuable information, such as birth certificates, to be safer. Besides the records being kept by the government, the citizens had the Family Book, keeping the information protected in case of a mass destruction event (Demarches Administratives, n.d.).

The Family Book was paid for. But, since April 5th, 1884, Town Halls are obliged to give them free of charge. When a marriage happens at the CGPP, the bride and groom are

always asked if they want the Family Book to be issued on that same day, or if they do not want it at that time. Most couples choose to have the Family Book right away, but some decide to only request it when they have a child (Demarches Administratives, n.d.).

Previously, it was mentioned the need for a Birth Certificate every three months. However, by having a Family Book, that necessity is suppressed because it has the relevant information present in the Birth Certificate. It is also necessary to mention that there can only be one Family Book per family. This meaning that if someone gets a divorce and remarries, they need to get a new Family Book for the new family.

To better understand the previous paragraph, here is the example of a man named Júlio Sousa. Júlio was in a *Pacte civil de solidarité* (explained at point 4.2.8) with Chloé Simon. They had a child named Léa in 2015. The couple separated in 2016. Two years later, Júlio gets married with a woman named Sandra Silva. In 2020, they have a son named Gabriel. In this case, Júlio has a bond with two families. Consequently, he needs to keep the two Family Books. This would have not been the case if he did not have a child from his first relationship.

4.2.7. Certificado de Coutume de Bebé

Certificado de Coutume de Bebé is a document with high demand at the Consulate-General of Portugal in Paris.

4.2.7.1. French Law

In France, parents need to follow some conditions when choosing their child's family name. The first step is to sign a family name joint declaration to show that both parents agree with the family name chosen for the child. This choice must be reflected because after naming their first child, the couple is obliged to give the same family name to their following children. However, sometimes parents cannot reach a decision, and in this case, the rules vary, differing on if they are married or not. (Service Public, 2019) However, the general rule is simple. A child can have just the father's family name, just the mother's or both the father's and mother's names together separated only by a space. (Service Public, 2019)

There are five possible situations. The couple can consist of two French citizens, one French citizen and a foreigner, or two foreigners, married or not. When the couple involves two French citizens then the family name can either be just the father's, the mother's, or both together. For this last option here is an "Example: If the father's name is Dupond Durand and the mother's name is Dupuis, the child may be named Dupond Dupuis, Durand Dupuis, Dupond or Dupuis Durand." (Service Public, 2019). However, if they are married and do not make the joint declaration or can't reach a decision regarding the child's family name, then the child will only take on the father's name. If the two French nationals are not married and do not make the joint declaration, then the child takes on the surname of the person who first recognized/ registered him/her. This second case is common in single mothers.

When one of the parents is of foreign nationality, the family name can as well either be just the father's, the mother's, or both together. However, when the parent(s) family name consists in more than one term (common in Portuguese names), then it is understood as inseparable. Taking as an example the family name "Silva Santos". In France, Silva Santos is considered one family name. So, when transmitting the family name to the child, "Santos Silva" will be shared. For the family name to be divided, it is then necessary to get a *Certificado de Coutume de Bebé* made by either the embassy or the consulate involved.

If both parents are of foreign nationality, then, they must contact the embassy/embassies or consulate(s) involved in order to divide the family names. Or the rule will be maintained. If they later want to change the child's family name, then the process will be considered as a name change.

4.2.7.2.   Portuguese Law

In Portugal, names can have up to six simple or compound words. This means that the full name can have a maximum of two names and four surnames. Linking elements such as "de, da, do, e", do not count towards the number of words in the name, and can be either added or eliminated (Instituto dos Registos e do Notariado, n.d.). Usually, the family name selected contains the surnames of both parents. However, it can also count with only one of them. The grandparents' names can be chosen as well. But if that name does not appear in the parents' names, it is necessary to prove the family connection.

There is no rule regarding the order of the surnames, but, more often than not, the surnames follow a mother-father structure.

4.2.7.3.   Case Study

After recognizing each legislation, it is necessary to understand how all this works at the Consulate-General of Portugal in Paris. As it was mentioned previously, the *Certificado de Coutume de Bebé* is one of the documents with the most demand. This document explains an exception to the French rule. The certificate describes the Portuguese Law regarding family names. Therefore, parents are allowed to follow the Portuguese Law in France.

Nevertheless, there are a few things to take into consideration. The *Certificado de Coutume de Bebé* can be requested to the Consulate before or after the birth of the child. When it is asked after the birth, it becomes an urgent matter because parents are obliged to register their children within three days of their birth in order to claim legal rights. If this is the couple's first child, then a Family Book is created. If the couple already has a Family Book, then the information about the child is added to it. Sometimes parents do not know about this rule and are only informed about it when trying to register their children at the Town Hall.

Then, they are forced to go to the Consulate with the child's birth declaration and ask for the *Certificado de Coutume de Bebé*. For the document to be produced, the Consulate workers ask for the child's birth declaration and the parents identification documents. Since, it is an urgent matter, the document is produced immediately.

Here is a practical example. A man named António Ramos Oliveira will have a son with Marina Oliveira Silva. As the first sentence indicates, the child has not been born yet. Consequently, they can fill in and send by mail the form "CERTIFICADO DE "COUTUME" RELATIVO À TRANSMISSÃO DE NOMES DE FAMÍLIA" available at the Consulate's website, to the Consulate-General of Portugal in Paris. (ANNEX I) The mail should bring in the form and the photocopies of the parents' identification documents. The *Coutume* Certificate will identify each parent, and which surnames the child will take. Considering this example, the interested decided that the child's Family

Name should be Oliveira Da Silva. In the certificate, it will be expressed that Oliveira is the last name of the father, followed by the particle Da with the mother's last name.

However, this would be different if the son was already born. The document would have to feature not only the name of the parents but also the chosen name for their child. Following the example above, the parents decided that the child was going to be named Alex. So, the *Coutume* Certificate needs to indicate that the child's full name will then be Alex Oliveira Da Silva.

4.2.8. Pacte Civil de Solidarité

The *Pacte civil de solidarité* (PACS), in English known as the Civil Solidary Pact, is the French equivalent to the Portuguese *União de Facto*. This is "a contract concluded between two physical persons who have reached the age of majority, of different or the same gender, for the purposes of organizing their life in common" (Institut national d'études démographiques, n.d.). It is necessary to understand that the connection through PACS brings reciprocal obligations, but "also has an impact on social and wage rights, property, partner housing and tax matters." (*Pacs Effects*, n.d.). However, under the French Law, this is not equivalent to marriage.

4.2.8.1. Historical Background

From the end of the 1960s until 1994, the number of marriages in France decreased consistently. However, in 1996 there was a small boost of 10%. Nonetheless, this increase was only related to the need for parents to marry to legitimize their children. Church marriages also "decreased from 75 per cent at the beginning of the 1970s to 50 per cent at the beginning of the 1990s" (Martin & Théry, 2001). One change was also that women in 1998 were getting into their first marriage five years later than in the 70s (Martin & Théry, 2001).

Nevertheless, these changes are not connected with a refusal of family life or children. People, instead of getting married, were cohabiting. Even when they had children, they still would not get married because that was not enough reason to do so. It is then, in the marriage decline and cohabitation rise that the PACS was created (Martin & Théry, 2001).

PACS was legislated on November 15th of 1999. By the end of that year, roughly one month and a half since the creation of this legislation, there were already 6200 PACS concluded. Ever since it has developed and been revised several times. In its first years of legislation, there were around 20000 PACS unions per year. However, this number is drastically different nowadays (Martin & Théry, 2001).

In 2017, the number of PACS unions was almost 10 times higher than the number presented above, with 193 950 PACS unions recorded. "France's Pacte Civil de Solidarité (PACS) civil union has become increasingly popular. In the space of a few years, the annual number of couples getting "PACSed" has pulled considerably closer to the annual number of marriages." (Rault, 2021).

However, even though these two types of union are seen as competitors, in some cases, they are complementary as "approximately half of PACS dissolutions were preliminary to marriage." (Rault, 2021). Hence, people use PACS as a way to test the relationship while holding some rights, instead of marrying right away which can sometimes be an imprudent decision. Since PACS does not include the same rights as marriage, it has not much to offer in terms of residence rights for foreigners. The termination of this contract is also different from marriages. It can be dissolved by either a request from both parties and just one. Nevertheless, it can also be dissolved by the marriage or death of one or both participants.

4.2.8.2.   The Consulate's work

Since this union is not a marriage, it is not recognized by the Portuguese law. As it was mentioned in the *Avis de Mention* point, the consulate receives some *Avis de Mention* regarding the dissolution of PACS. Nevertheless, that paper is not necessary because PACS does not alter the civil status of a Portuguese citizen.

The department of *Registo Civil* assists people when they are trying to register a PACS. These are not performed at the consulate; they need to be done either at the Town Hall or in Court. Nonetheless, when a Portuguese national is applying for a PACS, he/she needs to prove that he/she is single in Portugal. This is a case where the service *Consulado em Casa* is helpful. The interested can fill in and send the available form regarding PACS at the CGPP's website with the photocopy of his/her identification document, and a check

with the payment. (ANNEX II) Then, it is necessary to check on the applicant's birth certificate if he/she is single, married, divorced, or widowed. Following, the consulate worker fills in the PACS paper with the applicant's information. More often than not, it was necessary to double-check the person's address through a phone call, and then mail the document to the interested.

4.2.9. Registo Civil in numbers

It is easier to understand the magnitude of the work developed at *Registo Civil* by looking at the numbers on the table below. The table presents only the months of March and April.

Month / Document	March	April	Total
Certificado de Coutume de Bebé	26	20	46
Birth Certificate	43	12	55
PACS	20	3	23
Marriage Certificate	1	0	1
Total	90	35	125

Table 5: Documents created at Registo Civil, during March and April

Source: Created by the author

These numbers represent in its majority mail work which was divided between me and the other intern at *Registo Civil*. While March figures correspond to a whole month, April numbers are only relative to half of the month. Birth Certificates were the documents produced the most, representing 44% of the total documents. *Certificado de Coutume de Bebé* comes in second place representing 36.8% of de documents created. Even though PACS only represent 22% of the total documents, these documents were memorable because of the great amount of information each file needs. In only one and a half months, 125 documents were produced. This is a small sample of the work produced at this department every month. The months of summer are the ones with the most work volume. Therefore, if the internship had taken place during the summer months, these numbers would probably triplicate.

4.3. My legacy

4.3.1. At Espaço do Cidadão

During the Research Methodologies classes, it was mentioned that when choosing to do an internship, students had to think about what they could give to the entity. I kept that thought in the back of my mind. However, it was not until the internship started that the question "What can I give to the entity?" was answered. At first, I wanted to make two questionnaires. The first to consulate users, and the second to the consulate workers. But the idea was set aside.

The second idea was to create an Inter Manual. One of the previous *Espaço do Cidadão* interns wrote a notebook with the steps for some tasks. Nevertheless, it was not practical to search for quick answers on the notebook. That was when the Intern Manual idea came to light. Instead of having a hand-written notebook, the interns would have a digital version where word search is available. This would improve their work as the necessity to ask for help from a supervisor in small matters (such as, not knowing which code to use for a certain service) would be reduced.

4.3.1.1. Intern Manual

The Intern Manual starts with a small message to the next interns, in order to tranquilize them. It says that once in a while everyone makes mistakes, but those can be corrected. It counts with a detailed explanation of each task with a list of steps to get them done, and a few screenshots of the management system to make the transition between reading and practice easier. It also has simple, clear, and informal writing that promotes a fast understanding of each task. This guide has 21 pages. (APPENDIX 1)

4.3.1.2. User Manual

During the third week of internship, it was brought up by superiors that some work arrangements had to be done because of vacations in the summer season. That was when the User Manual came along. This Manual has a formal tone because its target audience are consulate workers who are familiarized with the consulate's management system, but not with the work performed at *Espaço do Cidadão*. However, since I was moved to

Registo Civil, this Manual was not finished and was left with one superior at *Espaço do Cidadão*.

4.3.2. Registo Civil

As it is presented in this report, the internship experience at *Registo Civil* counted with several tasks. So, an Intern Manual was also created for this department. The work demand at *Registo Civil* is huge. Therefore, to make sure that when an intern has a doubt and his/her superiors are occupied, he/she can search on the Manual and easily find an answer. In this department, the tasks are somewhat complex because of the number of steps each task has. This Manual has screenshots and a short explanation of each document produced, one of them being the Family Book. This guide holds 40 pages. (APPENDIX 2)

4.4. Other Tasks

4.4.1. Trainee Support Manual

Since the superiors at the CGPP knew about the development of the Manuals mentioned above, the Deputy Consul, intrusted me with the creation of a Trainee Support Manual. This Manual has tips on how to find a house in Paris, how to learn French, places to visit, and others. In order to make a Manual with as much information as possible, I sent an email to the other interns asking a few questions. All the answers were compiled into this guide. The Trainee Support Manual aims to help future interns who might feel lost while being in a different country. (APPENDIX III)

4.4.2. Support at the service of Entrega de Cartão de Cidadão e Passaportes

On the first day of the internship, there was not much work to do at *Espaço do Cidadão*. Nevertheless, the service of *Entrega de Cartão de Cidadão* was in need of help. As a result, the first day of the internship was mostly spent helping this department. It was then explained that the interns were supposed to get an agreement between themselves to decide the order in which they would help at *Entrega de Cartão de Cidadão*. The help consisted of going to the waiting room to collect the letters that were sent to people's

addresses to fetch for their *Cartão de Cidadão*. The identification documents were organized from A to Z, so it was easy to find them. Other times, it was necessary to organize the identification documents and passports that had arrived from Lisbon. Helping by looking for passports was a rare occurrence.

4.5. Challenges

Many challenges were experienced during the internship. They can be comprised in three categories, all related with adaptability. The first category is country. Working in a different country and experiencing its culture is an exceptional experience. Although I was working mostly with Portuguese nationals, the vast majority has been living in France for a long time or was born there. Therefore, it was necessary to assess the community and how the Portuguese culture survives in a different setting to better understand and communicate with the public. Nonetheless, this was a predictable challenge that was successfully overpast.

The second main challenge was the Pandemic. Before applying for the internship, one factor that played into consideration was the Covid-19 situation both in Portugal and in France. However, after carefully thinking about the advantages and disadvantages of the internship, I understood that the advantages were clearly higher than the disadvantages. The internship period overlapped with a phase of increase in Covid-19 infections. Working in a different environment with the rules imposed by the pandemic was demanding. As the pandemic numbers increased, so did the uncertainty at the workplace.

In 2020, during the first phase of the pandemic, the Consulate-General of Portugal in Paris was forced to close doors and adopt the work from home practice. A series of adaptations were done in the digital for the situation to be successful. Consequently, as the Internship was occurring and the Pandemic situation was aggravating, a climate of insecurity began rising. Emmanuel Macron, France's President, spoke to the country every Thursday by the end of the afternoon, implementing new measures to fight the pandemic. Therefore, every Thursday, doubt about the future would be intensified. It was stressful because there was no certainty about what was going to happen.

Consulate Work is the third and last category. After being adapted to consulate and the services *Espaço do Cidadão* performed, I was transferred to *Registo Civil*. Even though

the management system used by the consulate is the same for all departments, I had to learn new processes in record time, in order to be helpful to *Registo Civil*. Moreover, the target audience and its demands were contrasting to the ones at *Espaço do Cidadão*.

However, the biggest challenge was on the development of "My Legacy". The first difficulty was time management. While at *Espaço do Cidadão* there were moments with little to no activity, in *Registo Civil* every minute was occupied. Therefore, finding time to work on the Manuals while at the CGPP became a challenge. So, I started working on the Manuals when I was home as well.

The second difficulty encountered while developing the Manuals was the biggest. On April 1st of 2021, the CGPP adopted a new management system, which meant that every screenshot and some of the explanations done in the Manuals had to be revised or redone. Since this was a new system, the consulate workers were not used to it. This led to a period of adaptation. These were stressful days because the internship was set to end on April 15th. This meant that I had less than 7 days to revise the three manuals on top of the usual work routine. Nevertheless, both Intern Manuals were updated on time.

After revising and rewriting I sent the documents to each department superior for them to read and make suggestions. One suggestion was to include the service of Livret de Famille. I scanned the consulate's Family Book booklet and described what to write in each case encountered.

Regarding the internship report, my main difficulty was to translate to words all the experiences and learnings I underwent during those three months.

The internship carried out at the Consulate-General of Portugal in Paris was an exceptional experience. Working in a foreign country while serving the local Portuguese community was demanding. But the result was overall successful. Usually, interns only get to experience one of the CGPP's departments. That was not the case this time. Having to adapt to new circumstances after being integrated into one department was not an anticipated challenge. Nevertheless, the stress element associated with change made the transition between departments faster. Consequently, adaptability is a soft skill that was developed greatly.

Since the role of a Consulate is to help a certain community by providing customer service, one key skill that had been developed during the master's was put into practice. Communication is a soft skill needed not only to work with the public but to work in a team-oriented environment. Therefore, this skill was improved deeply. Perseverance was a competence refined while making the Manuals and rewriting them.

While writing the internship report it was possible to explore migration, culture, identity, and diplomacy in an academic approach. Without the Portuguese diasporas which lead to high numbers of Portuguese citizens living in France, the need for a Consulate would not exist. In the last decade, France has been receiving more than ten percent of the total emigration numbers. This proves that France is a key destination for Portuguese emigrants. Moreover, France is always a top destination, having the immigration numbers increased when a new wave of emigration reaches Portugal.

With such a strong community in France, it is only natural to think about how the community manages to keep its culture and identity. Identity is not static. Someone's identity develops alongside that person's growth. Individuals hold several identities within themselves. National identity is one of those. It is not likely to be influenced by other identities, not changing often. However, when it comes to emigrants who are living connected with two states, a new identity is developed, transnational identity. People practice their transnational identities with small actions, such as speaking a different language.

Diplomacy is misinterpreted, mistaken for foreign policy or negotiation. When someone has mediation skills, that person is often mentioned as being "very diplomatic". However, that understanding is wrong as foreign policy and negotiation are only a part of diplomacy's definition. Throughout time, there have been several conventions trying to

simplify the work of diplomacy. Nevertheless, there are still several challenges, mostly related to adaptation, that undermine diplomacy's work. Recently, the Covid-19 outbreak created the need for change in the digital form. Diplomatic missions are also a part of diplomacy that many do not understand. Embassy and Consulate are often mistaken because they are seen as having similar functions. In reality, they only have similar functions when an embassy has a consular section, providing then consular help to citizens.

It is then, possible to conclude that several areas were explored throughout the internship and this report. The practical part of the internship was allied with the terms explored in the theoretical background to better understand the Portuguese society living in France.

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Appendix I – Intern Manual: *Espaço do Cidadão*

Because of confidential reasons, only the first page is presented.

Manual do Estagiário

ESPAÇO DO CIDADÃO

CONSULADO GERAL DE PORTUGAL EM PARIS
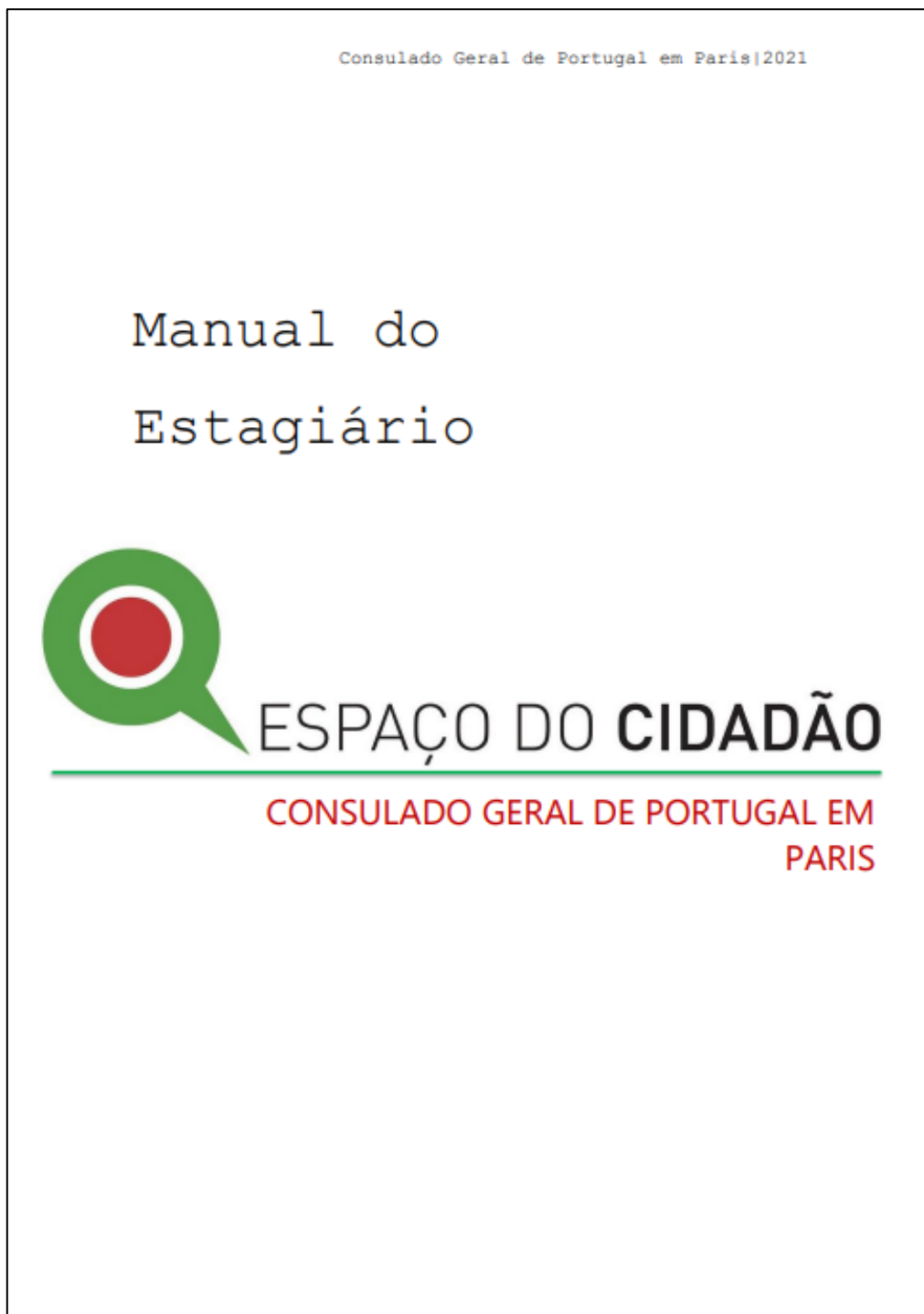
Appendix II– Intern Manual: *Registo Civil*

Because of confidential reasons, only the first page is presented.

Manual do
Estagiário

REGISTO CIVIL
CONSULADO GERAL DE PORTUGAL EM PARIS
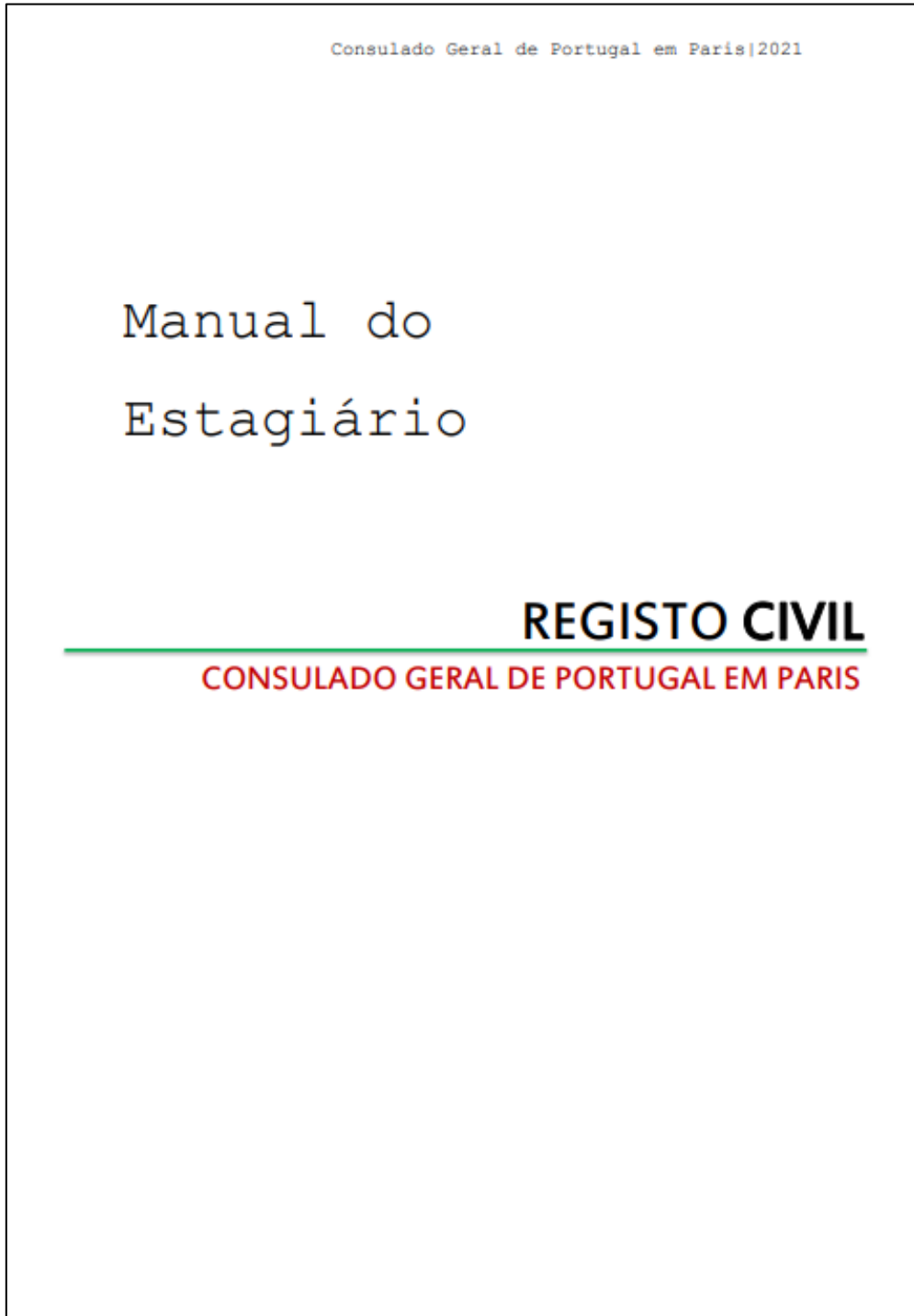
Appendix III– *Manual de Apoio ao Estagiário*

CONSULADO GERAL DE PORTUGAL
PARIS

Manual de Apoio ao Estagiário

1. Plataformas recomendadas para encontrar alojamento

Estas são as plataformas que os estagiários consideraram mais relevantes e confiáveis:

- ✓ Maison du Portugal - André de Gouveia | Découvrez l'une des 40 maisons de la Cité internationale universitaire de Paris, un lieu unique au monde destiné à accueillir des étudiants du monde entier (ciup.fr)
- ✓ https://www.paristay.com/
- ✓ https://www.seloger.com/professionnels/agents-commerciaux/paris-75/agency-2777079.htm
- ✓ www.pap.fr, também disponível em aplicação para iOS e Android, que permite procurar imóveis para arrendar, contactando diretamente com os proprietários e evitando assim custos de agências imobiliárias. É necessário ter em consideração que a maioria dos proprietários solicita a indicação de um fiador e os seus dados.
- ✓ www.seloger.com para encontrar casa através de agências imobiliárias.
- ✓ Bailti.fr
- ✓ Roomlala.com
- ✓ Ciup.fr
- ✓ Arpej.fr
- ✓ Aljt.com
- ✓ Airbnb: O airbnb é uma boa opção para estadias curtas (3 meses) já que é difícil encontrar um apartamento para tão pouco tempo, para além dos vários documentos que é preciso arranjar para um contrato. Para estadias mais longas, uma residência de estudantes pode ser uma boa opção. No entanto é possível alugar para um longo período de tempo, podendo então o valor ser negociado.
- ✓ O site CLJT tem várias residências disponíveis para jovens trabalhadores em Paris, mas um nível de procura muito grande face à oferta (uma das estagiárias realizou candidatura, mas não obteve resposta).

Atenção: existem grupos no Facebook com nomes do género "Rooms to rent in Paris", mas estes anúncios não são recomendados visto que vários têm esquemas associados.

2. Plataformas/Conselhos quanto à aprendizagem da língua francesa

- ✓ OLS para estudantes Erasmus é uma ótima forma de aprender e consolidar conhecimentos da língua francesa. Contém vídeos e exercícios de escrita, gramática e pronúncia desde o nível A1 até ao B2.

- ✓ Duolingo, é uma aplicação (para Android e iOS) que permite a aprendizagem de línguas estrangeiras através de exercícios simples e intuitivos, quanto a tempos verbais, construção frásica, tradução de palavras, etc., acompanhados de uma gravação áudio para a aprendizagem da pronúncia das palavras;

- ✓ Livros de aprendizagem de gramática francesa, nomeadamente os livros *Grammaire progressive du français*, Ed. Cle International, que tem vários níveis de aprendizagem de francês (*niveau débutant, niveau intermédiaire, niveau avancé, niveau perfectionnement*);

- ✓ Para aprender a língua francesa e a sua pronúncia, recomenda-se ainda o acompanhamento do PodCast *Learn French by Podcast*: Learn French by Podcast no Apple Podcasts. O recurso a este meio é extremamente útil para a compreensão oral da língua francesa, sendo na prática lições gratuitas de francês. Em complemento ao PodCast, os seus organizadores disponibilizam o roteiro em pdf para uma análise posterior detalhada dos argumentos falados e da língua em forma escrita.

- ✓ Por vezes, estão disponíveis cursos de cultura e/ou língua francesa na plataforma EdX, que é uma plataforma que reúne cursos das maiores e melhores faculdades de todo o mundo (MIT, Harvard, Oxford, Sorbonne, University of Hong Kong, etc.): Learn French with Online Courses and Lessons | edX

- ✓ Finalmente, e para uma aprendizagem mais "informal", pode ainda recorrer-se à aplicação Molotov Tv (disponível para Android e iOS), onde é possível ver televisão francesa e onde estão disponíveis inúmeros documentários onde a velocidade de discurso é mais acessível para quem pretende aprender a língua.

3. Conselhos gerais sobre Paris

- ✓ Ter em consideração todas as zonas envolventes ao Consulado;
- ✓ Viver perto de supermercados e de estações de metro pois tendo metro ao pé é estar perto do resto da cidade;

- ✓ Negociar o preço com o senhorio, caso pretenda arrenda por um período longo;
- ✓ Ter cuidado com os charlatões nos sites de procura de casa;
- ✓ Criar um dossier digital de antemão com tudo o que se costuma pedir para arrendar um espaço de habitação, com documento que comprove identidade, o motivo de estada em França, e eventualmente algum documento que o comprove, declaração de impostos do último ano do agregado familiar, 3 últimas fichas de salários de quem pagará a renda e do fiador. Arranjar uma espécie de fiador ou alguém que esteja disposto a comprometer-se no pagamento da renda no caso de o principal devedor não puder pagar a renda, pois é o que muitos senhorios pedem. Em alternativa, tentar encontrar um local onde não seja pedido um dossier, o que é raro, mas existe;
- ✓ Contacte com a maior antecedência possível proprietários para casa, ou em alternativa a Casa de Portugal (Maison André de Gouveia, na Cité Universitaire) para verificar disponibilidade de habitação durante o período de estágio;
- ✓ Nas deslocações pela cidade em transportes públicos, utilize a plataforma City Mapper, disponível para iOS e Android, que calcula o melhor trajeto, notifica se e quando há avarias nas linhas utilizadas e quais os melhores meios alternativos para a viagem. Fornece também a média de preços quanto a bilhetes de Metro, Uber, Lime, etc. e a duração média de cada alternativa;
- ✓ Para a aquisição de um passe de Metro, existem duas opções:
    1) Pass Navigo Découverte, que é recarregável e pode ser feito diretamente nos metros com funcionários, que tem um custo de 5 euros + foto tipo passe;
- ✓ 2) Pass Navigo, que é recarregável e pode ser feito diretamente nos metros com funcionários, mas é necessário comprovativo de residência pois o mesmo expedido para casa (em caso de perca do passe, o valor do carregamento não é perdido e é enviado novo cartão para casa, ao contrário do Navigo Découverte, que é necessário fazer de novo e recarregar).
- ✓ Visitar as cidades e vilas perto de Paris usando Flixbus, como por exemplo:
    a) Auvers sur Oise, terra onde morreu e está enterrado o pintor Vincent Van Gogh, juntamente com o seu irmão Théo. A vila serviu de cenário

para várias obras de Van Gogh, tendo por lá passado também Gauguin e Daubigny;

b) Rouen, cidade conhecida pela sua beleza, mas principalmente por ter sido o local no qual Joana d'Arc foi julgada e, mais tarde, morta.

✓ Aproveitar os museus gratuitos, caso tenham 25 anos ou menos;

✓ No inverno, bebam um copo de *Vin Chaud* no Jardin du Luxembourg. No verão, um *Aperol Spritz* no Canal Saint Martin;

✓ Aproveitar os supermercados de outras nacionalidades para provar novos sabores;

✓ Evitar o 18ème, o 19ème e 20ème *arrondissements* à noite;

✓ Fora de Paris, evitar Saint Denis (93);

✓ O metro de Paris tem muitos corredores muito longos e que, por vezes, à noite estão completamente vazios;

✓ Quanto ao primeiro *arrondissement*, há, por vezes, indivíduos ou grupos de gente com um ar duvidoso, mas é uma zona altamente controlada pela polícia. Antes das 23h, com os restaurantes abertos, há ainda muita gente na rua. Contudo, aconselho, principalmente às raparigas, a não voltarem para casa a pé depois das 23h, depois de os restaurantes fecharem, pois, as poucas pessoas que estão na rua nem sempre são as mais amigáveis.

Habitações dos Estagiários:

__Casa de Portugal André de Gouveia, Boulevard Jourdan 7P, 75014 Paris__

Tipo de Imóvel: Quarto

Limpeza do imóvel aquando da chegada: 10

Comunicação com o host: 9

Localização: 8

Valor pago por mês: 581€

Não consegui negociar o valor.

Transporte até ao Consulado

RER B – Cité Universitaire -> Gare Du Nord

Metro Linha 2 – La Chapelle -> Monceau

Tempo demorado:

45 – 50 minutos de transportes

Locais de interesse perto do imóvel

V. em anexo folha de locais de interesse fornecida pela Casa de Portugal aquando do ingresso.

__37 Avenue du Capitaine Glarner__

Tipo de Imóvel: Apartamento partilhado com uma colega

Limpeza do imóvel aquando da chegada: 10

Comunicação com o host: 10

Localização: 7

Valor pago por mês: 1000€

Não consegui negociar o valor.

Transporte até ao Consulado

Linha 2 e linha 13 do metro

Tempo demorado:

25 – 35 minutos a pé

20 minutos de metro

Locais de interesse perto do imóvel

✓ Vários supermercados (lidl, Carrefour, MonoPrix, Aldi)

✓ Parques

<u>32, Place Saint-Ferdinand, 75017 Paris</u>

Tipo de Imóvel: Studio

Limpeza do imóvel aquando da chegada: 9

Comunicação com o host: 10

Localização: 10

Valor pago por mês: 620€

Conseguiu negociar o valor. Inicialmente o anúncio do Airbnb rondava os 1100€. Como iria arrendar o studio por 1 ano, com contrato, o senhorio reduziu o preço.

Transporte até ao Consulado

Linha 2 de metro

Tempo demorado:

20 minutos a pé

20 minutos de metro

Locais de interesse perto do imóvel

✓ Arc de Triomphe

✓ Avenue des Champs-Élysées

✓ Palais des Congrès

✓ Caixa Geral de Depósitos – Notre Banque

✓ supermercados (Carrefour, Carrefour City, Monoprix)

✓ Gare Charles de Gaulle - Étoile (RER: linha A; Metro: 1, 2 e 6) e Gare de Neuilly – Porte Maillot.

<u>33 Quater Rue de Paris, Clichy-la-Garenne</u>

Tipo de Imóvel: Quarto em apartamento partilhado

Limpeza do imóvel aquando da chegada: 10

Comunicação com o host: 10

Localização: 9

Valor pago por mês: 600€

Não tentou negociar o preço.

Transporte até ao Consulado

Linhas 13 e 2 de metro

Tempo demorado:

20 minutos de metro

15 minutos de bicicleta

Locais de interesse perto do imóvel (Por exemplo: supermercados, bancos, museus)

✓ Há 2 supermercados nas imediações.

<u>14, Rue des Précheurs 75001 Paris</u>

Tipo de Imóvel: Studio com casa de banho individual

Limpeza do imóvel aquando da chegada: 4

Comunicação com o host: 6,8

Localização: 9

Valor pago por mês: 700

Não conseguiu negociar o preço.

Transporte até ao Consulado

RER A em Chatelet-Les-Halles – Charles de Gaule-Étoile – Linha de metro 2 Charles de Gaulle Étoile direção Nation – Saida em Monceau

Tempo demorado:

20 minutos de metro

Locais de interesse perto do imóvel (Por exemplo: supermercados, bancos, museus)

✓ Forum Les Halles (com Fnac, SFR, McDonalds, Farmácia, Supermercado, Cinema)

✓ Canal Saint Martin; Quais do rio Sena;

✓ Centro Pompidou; Museu do Louvre;

✓ Restaurantes de *fast food*, tal como restaurantes de diferentes nacionalidades e culturas, como por exemplo restaurantes malgaxes, libaneses, italianos e israelitas;

✓ Quartier Japonais a 15 minutos a pé

Annexe I – [Form: Certificado de "Coutume" Relativo à transmissão de nomes de família a um filho nascido ou por nascer]

CERTIFICADO DE "COUTUME"
RELATIVO À TRANSMISSÃO DE NOMES DE FAMÍLIA
A UM FILHO NASCIDO OU POR NASCER

Certificat de coutume relatif à la transmission des noms de famille pour un enfant à naître ou déjà né

Nome completo do pai – *nom du père* : _____

Nº BI/CCidadão e C.N.I do pai – *n° doc(s). Identité du père* : _____

Nome completo da mãe – *nom de la mère* : _____

Nº BI/CCidadão e C.N.I da mãe – *n° doc(s). Identité de la mère* : _____

Morada – *adresse* : _____
_____

N°de tel : _____

email : _____ @ _____

Nomes de família a transmitir – *noms de famille à transmettre* : _____

Nome completo da criança a registar – *nom complet de l'enfant à enregistrer* : _____
_____

Data e local de nascimento da criança se já nasceu – *date et lieu de naissance de l'enfant si déjà né* : _____
_____

Em cumprimento do Regulamento Geral de Proteção de Dados (RGPD) declaro que tomei conhecimento de que os dados pessoais aqui solicitados têm por finalidade a instrução do procedimento com vista à decisão do pedido supra referido e consinto a recolha dos meus dados pessoais, o seu tratamento e transmissão a terceiros que estejam envolvidos no processo ou operacionalização do mesmo, bem como a sua manutenção durante o prazo legal estabelecido pelas entidades envolvidas.
Estou ciente de que em qualquer momento poderei exercer os meus direitos de acesso e oposição ao tratamento dos dados, nos termos da legislação em vigor, devendo, neste caso, enviar um email para cgparis@mne.pt.

Assinatura – *signature:* _____
(idêntica à do documento de identificação - *identique à celle portée sur le document d'identité*)

Deve juntar os seguintes documentos - *joindre obligatoirement les documents suivants* :

* Cópia do Bilhete de Identidade, ou Cartão de Cidadão e "Carte Nationale d'Identité" (em caso de dupla nacionalidade) válidos, dos pais - *photocopies des pièces d'identité en cours de validité, du père et de la mère.*

* Comprovativo de morada – *Justificatif de domicile*

* Se a criança já está registada na "Mairie", juntar "copie intégrale de l'acte de naissance"
  si l'enfant est déjà enregistré à la mairie, joindre une "copie intégrale de l'acte de naissance"

Custo – *coût : 31 €*
Redigir cheque à ordem - *rédiger chèque à l'ordre de* : *Consulat du Portugal à Paris*

Envie para - *envoyer à* : Consulat du Portugal – 6 rue Georges Berger – 75017 Paris

Annexe II – [Form: Certificado para PACS]

CERTIFICADO PARA PACS

Certificat pour PACS

Nome completo – *nom* : _____

Nº BI/CCidadão - *nº doc. identité* : _____

Morada – *adresse* : _____

_____

N°de tel : _____

email : _____@_____

Em cumprimento do Regulamento Geral de Proteção de Dados (RGPD) declaro que tomei conhecimento de que os dados pessoais aqui solicitados têm por finalidade a instrução do procedimento com vista à decisão do pedido supra referido e consinto a recolha dos meus dados pessoais, o seu tratamento e transmissão a terceiros que estejam envolvidos no processo ou operacionalização do mesmo, bem como a sua manutenção durante o prazo legal estabelecido pelas entidades envolvidas.
Estou ciente de que em qualquer momento poderei exercer os meus direitos de acesso e oposição ao tratamento dos dados, nos termos da legislação em vigor, devendo, neste caso, enviar um email para cgparis@mne.pt.

Assinatura – *signature:* _____

(idêntica à do documento de identificação - *identique à celle portée sur le document d'identité)*

Deve juntar os seguintes documentos - *joindre obligatoirement les documents suivants* :

-Cópia do Bilhete de identidade ou Cartão de Cidadão válido – *photocopie du document d'identité portugais en cours de validité*
-Copie intégrale de l'acte de naissance » se nascido em França – *"copie intégrale de l'acte de naissance" si né en France*
-Comprovativo de morada – *justificatif de domicile*

Custo – *coût* : **31 €**

Redigir cheque à ordem - *rédiger chèque à l'ordre de* : *Consulat du Portugal à Paris*

Envie para - *envoyer à* : Consulat du Portugal – 6 rue Georges Berger – 75017 Paris