



## BIOMETRICS: HOW TO CREATE DIGITAL IDENTITIES RIGHT FIRST TIME

Isabelle Moeller, Chief Executive, Biometrics Institute

Brett Feldon, Head of Digital Identity Group, Biometrics Institute

Webinar

Tuesday, 07 December, 09:00 GMT

# A Word From Today's Chairman



**Professor Michael Mainelli**

Executive Chairman

Z/Yen Group

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# Today's Agenda



- 09:00 – 09:05 Chairman's Introduction
- 09:05 – 09:25 Keynote Presentation – Isabelle Moeller & Brett Feldon
- 09:25 – 09:45 Question & Answer

# Today's Speakers



**Isabelle Moeller**

Chief Executive

Biometrics Institute



**Brett Feldon**

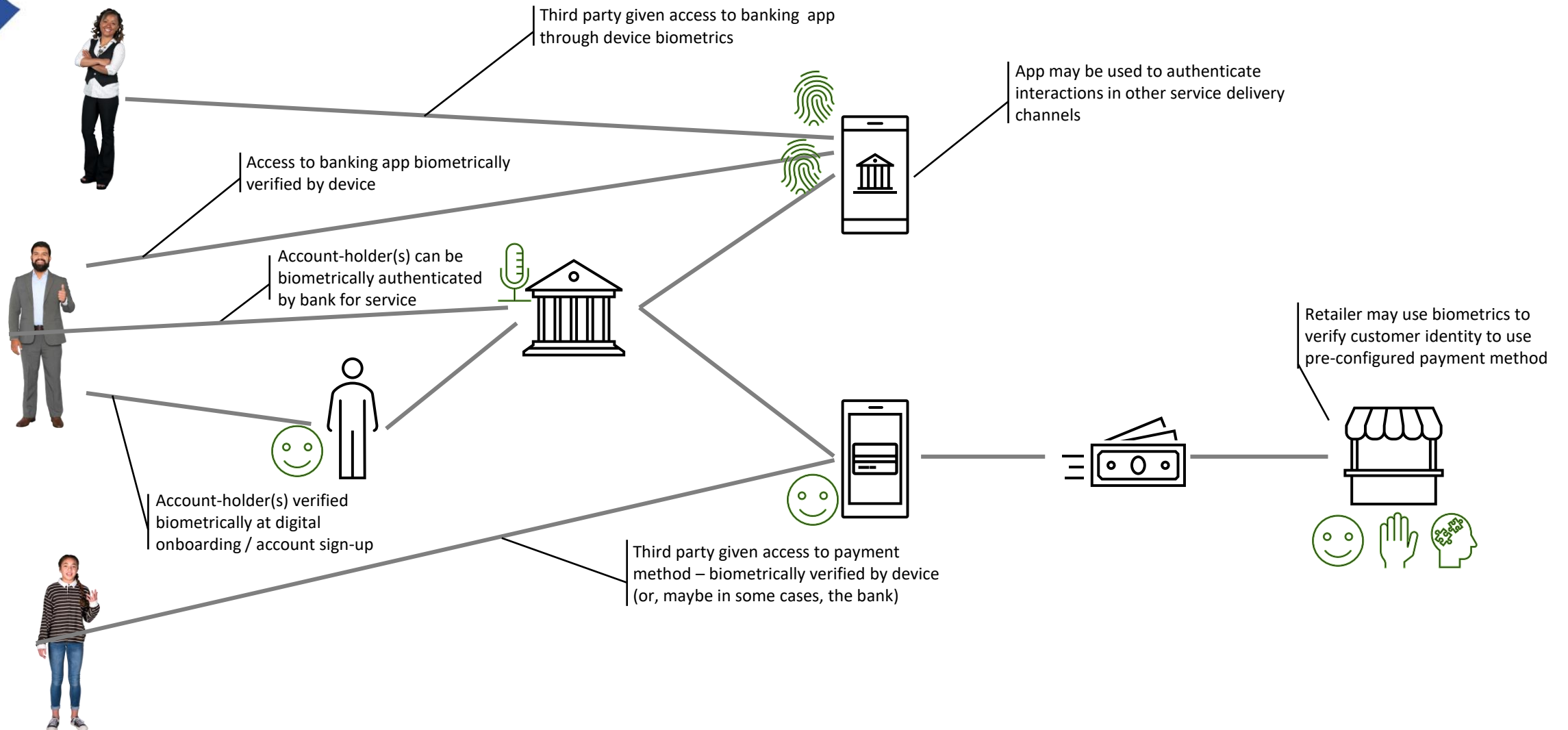
Head of Digital Identity Group

Biometrics Institute

## Biometrics are exciting



# Biometric touch points in financial services: examples



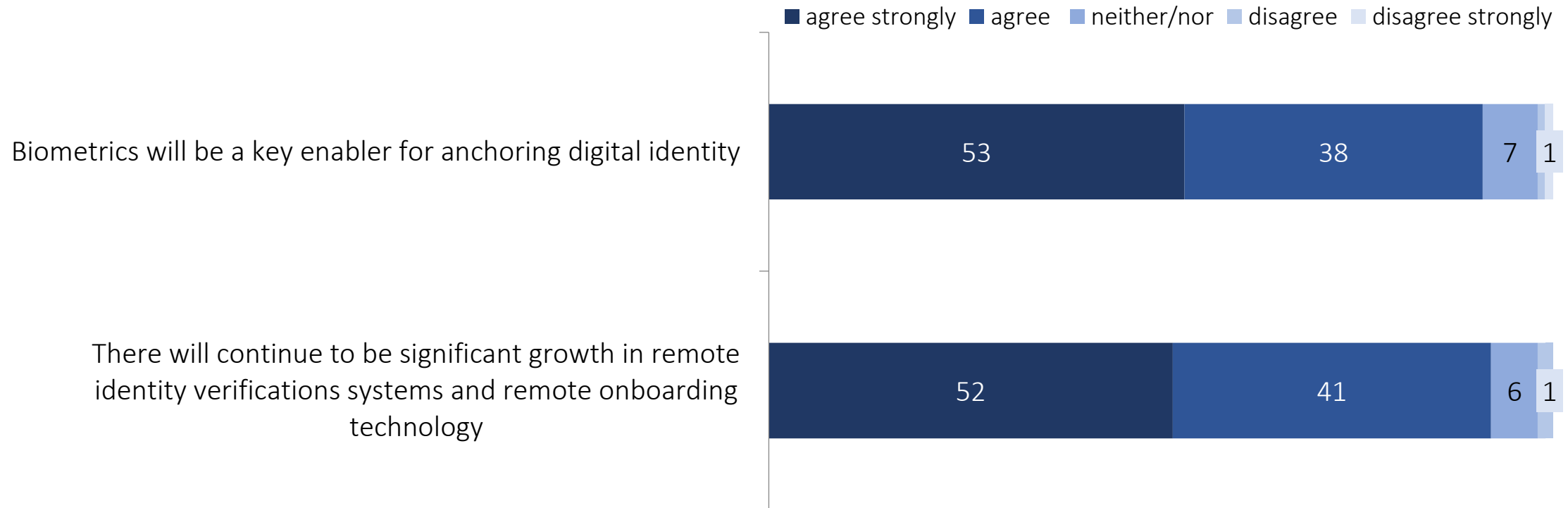
## Audience poll

How many digital identities do you feel would be ideal for you personally?

- One digital identity
- 2 to 4
- 5 to 10
- More than 10

## Digital identity - attitudes

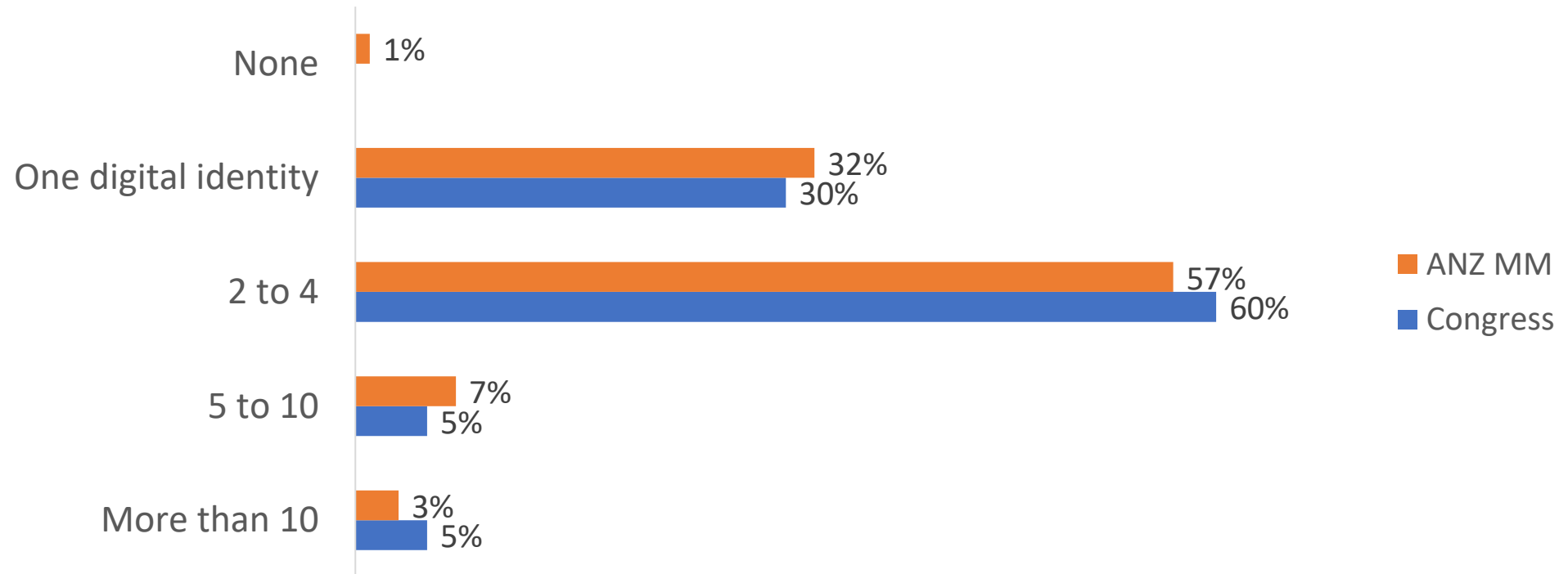
To what extent do you agree or disagree that...



Biometrics Institute Industry Survey 2021 BASE: all respondents (338)

## Number of digital identities preferred

How many digital identities do you feel would be ideal for you personally?



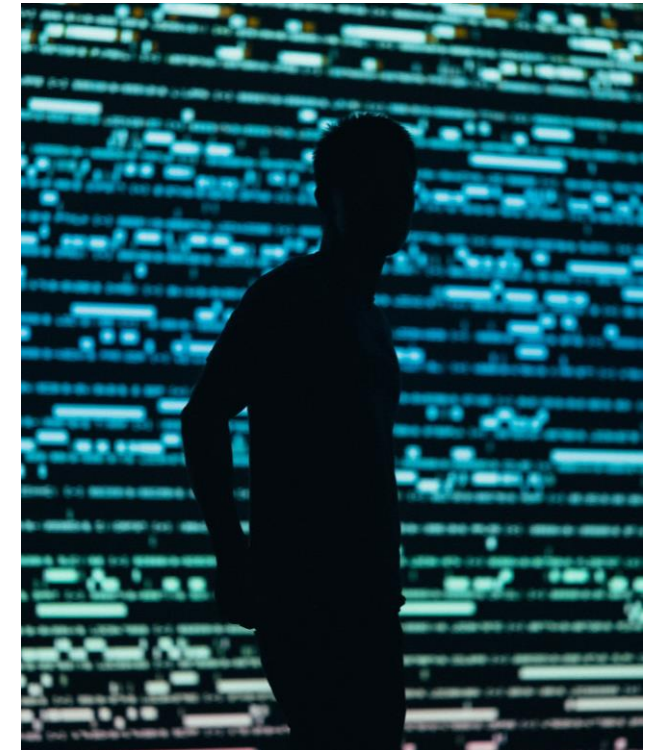
BASE: all responding to poll at Biometrics Institute Congress 2021/ANZ MM (39/74)

## Key considerations for digital onboarding



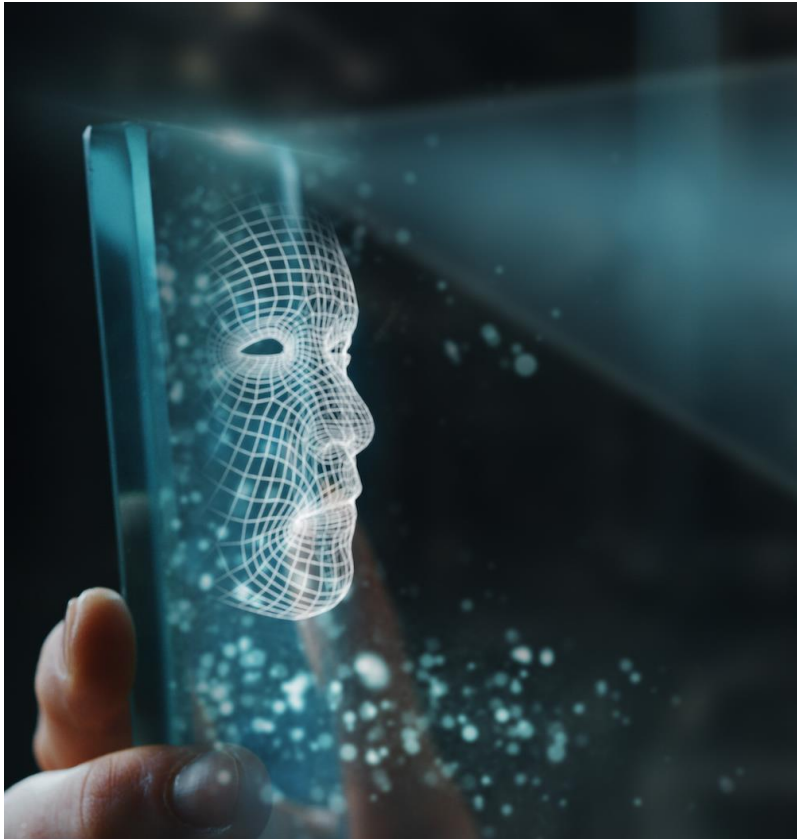
## Biometrics Institute Three Laws of Biometrics

1. **POLICY** – comes first
2. **PROCESS** – follows policy
3. **TECHNOLOGY** – guided by policy and process



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## Digital Onboarding and Biometrics Guiding Paper



- A high-level overview of how biometrics intersect with digital identity onboarding
- A guide for decision-makers considering, or already implementing, the use of biometrics in online sign-ups

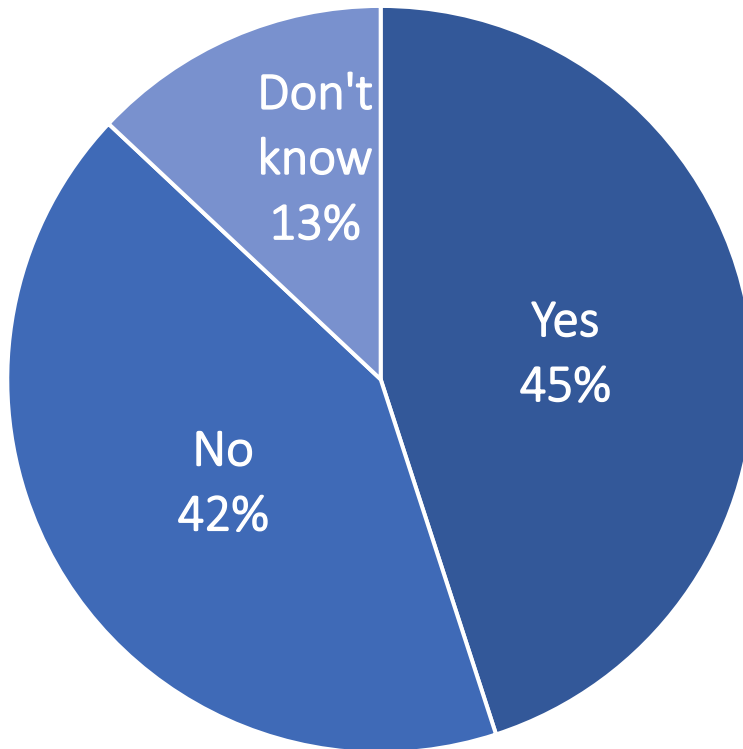
*(Biometrics Institute members-only document)*

## Trust is critical



## Legislation and controls

Is legislation covering the use of biometrics strict enough in your country?

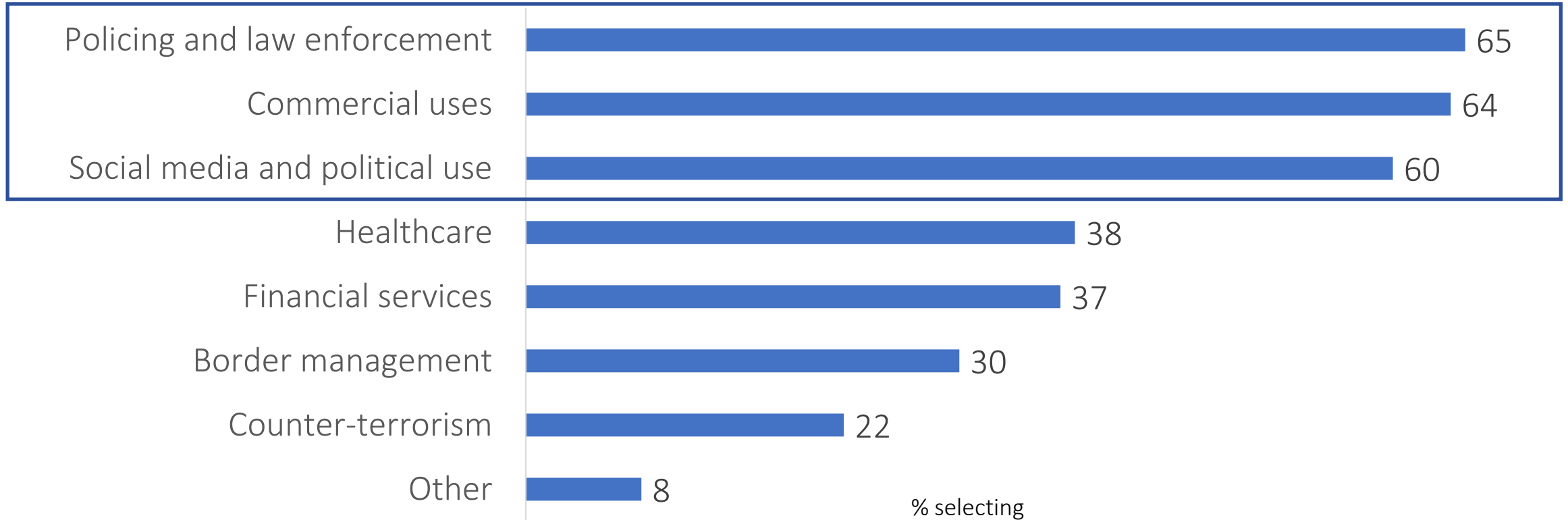


	% strict enough
Europe	56
ANZ	44
Americas	36
Other regions	30

Biometrics Institute Industry Survey 2021 BASE: all respondents (360)

## Legislation and controls

In which areas is legislation not strict enough?



Biometrics Institute Industry Survey 2021 BASE: all who think legislation isn't strict enough in their country (151)



## Biometrics Institute Mission

The mission of the Institute is to promote the responsible and ethical use of biometrics and related technologies that respect the institute's ethical guidance as an independent and impartial international forum for biometric users and other interested parties.

Founded in 2001





## Biometrics Institute Members

### Government

Australian Department of Home Affairs  
Australian Taxation Office  
Cabinet Office UK  
Digital Transformation Agency Australia  
Dutch Ministry of Justice  
Federal Bureau of Investigation (FBI)  
German Federal Ministry for Administration  
Immigration New Zealand  
Metropolitan Police  
Norwegian Police  
UK Home Office  
US Department of Homeland Security

### Other users

Meta  
Lufthansa  
ICO UK  
International Airlines Group  
World Privacy Forum  
Bank of New Zealand  
Barclays Bank  
Caixa Bank Spain  
Mastercard  
NatWest Group UK  
Rabobank Netherlands  
Sberbank Russia  
Standard Chartered Bank Singapore  
Visa Europe  
Westpac Banking Corporation Australia

### Suppliers, academics & international observers

European Union Agency for Fundamental Rights (FRA)  
International Organization for Migration  
United Nations Development Programme (UNDP)  
United Nations High Commissioner for Refugees (UNHCR)  
World Bank  
Idemia  
NEC  
Unisys  
Thales



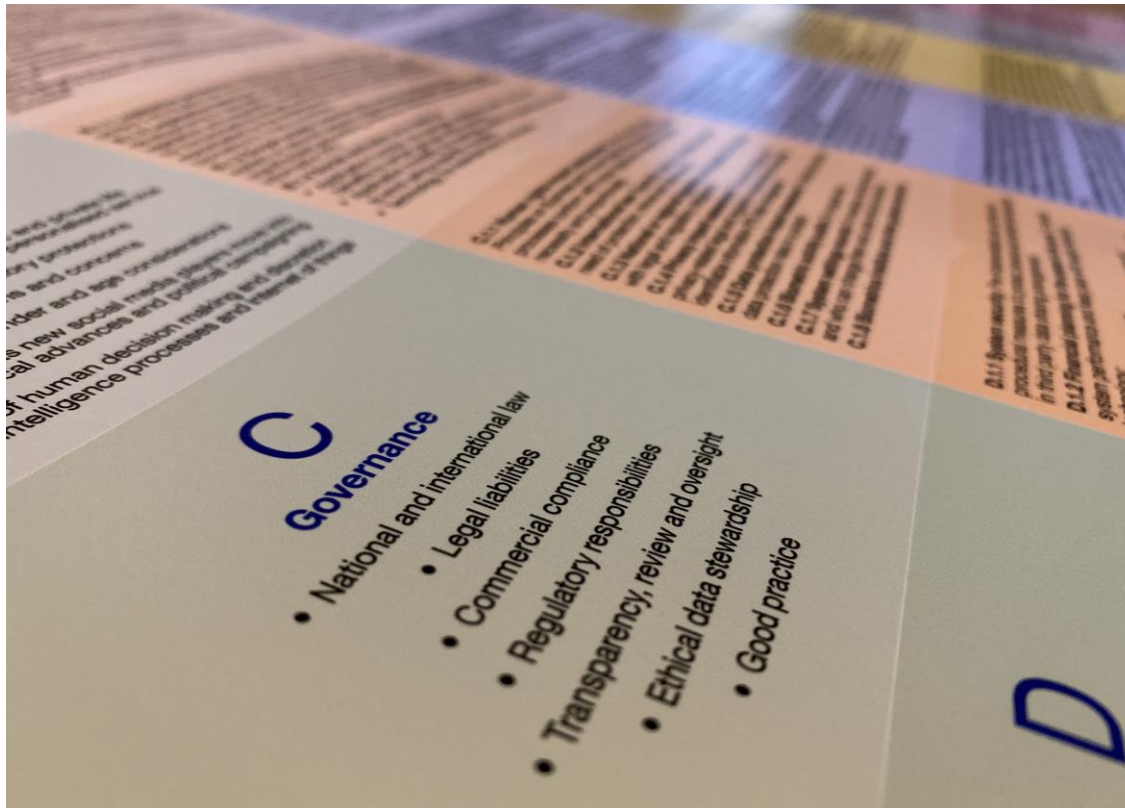
## Privacy Guidelines



- Universal guide on biometrics and privacy
- First released in 2006
- Updated every two years with most recent update in May 2021
- Two new principles have been added:
  - Need for communication
  - Law enforcement to ensure ethical use

*(Members only document)*

## Good Practice Framework



A first-of-its-kind tool which provides a structured pathway through the factors that may influence or constrain a biometric application

Released in July 2020

*(Members only document)*

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## Upcoming events

- 22 March 2022: US Conference, Washington DC
- 26-27 April 2022: ID@Borders and Future of Travel Conference, Brussels
- 25 May 2022: Showcase Australia, Hotel Realm, Canberra
- 26-27 October 2022: Biometrics Institute Congress, London

## Member benefits

### Promote the responsible use

- Join us in our mission to implement biometrics responsibly and ethically
- Support our independent and impartial awareness campaigns to inform regulators, decision makers and the public
- Participate in diverse and balanced discussions at our [events](#) shaping the future
- Contribute to the development of [good practice](#) tools
- Align your organisation to a trusted brand with more than 20 years of experience

### Stay connected

- Connect with our international multi-stakeholder community including users, [suppliers](#), academics, international organisations and privacy experts
- Expand your international network of contacts and strengthen partnerships
- Network at a broad range of high-quality [events](#)
- Raise your profile in the industry

### Stay informed and learn

- Understand critical developments and its effects ahead of the game from the *State of Biometrics Report* and the [Annual Industry Survey](#)
- Access valuable information and resources from the website and [Supplier Directory](#)
- Share experiences with the global, multi-stakeholder biometrics community
- Receive regular industry updates from our [E-newsletter](#) and weekly [News Digest](#)
- Learn how to take advantage of the Biometrics Institute [good practice](#) tools e.g. [Privacy Guidelines](#)
- Attend regular and topical [workshops](#) and courses to learn from experts and practitioners



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## Forthcoming Events

- Wed, 08 Dec (10:00-10:45) New Physics, New Technologies, & New Perspectives: Searching For The Missing 96% Of The Universe
- Fri, 10 Dec (10:45-11:30) The Employee Voice: Share Plan Votes
- Mon, 13 Dec (15:00-15:45) Scattering The Seeds Of Evil: Birkbeck & Lifelong Learning After Brexit & Covid
- Wed, 15 Dec (15:00-15:45) CommunityZ Chest: David Bannister

Visit <https://fsclub.zyen.com/events/forthcoming-events/>

Watch past webinars <https://www.youtube.com/zyengroup>