

1.1.1 Service Description

The following figure describes the data flow based on the Subscriber experience, and corresponds to the global service.

The heart of the service is highlighted with a blue background, and is provided, operated and hosted by IDEMIA France (hosting is highlighted with a black background).

External services (not directly provided by IDEMIA or GDS) are used for the global service:

- Post code checking service is highlighted with an orange background (optional service).
- Data aggregator service is highlighted with a red background, and use several other services to provide the global required service.
- Help desk service with a yellow background, composed of Citizen Help Center and Support tool & Knowledge Database.

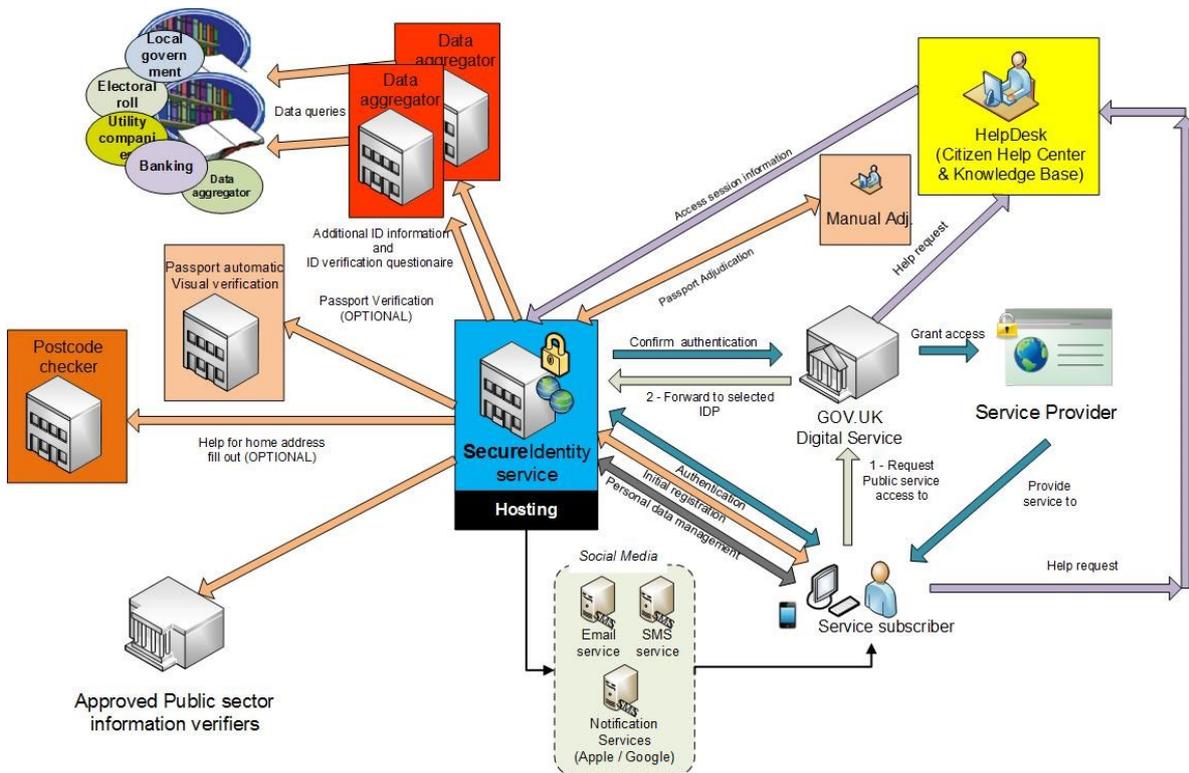


Figure 1 – Subscriber’s experience with the Service

Step 1: Grey arrows: connection

To access any public service, the service consumer starts by connecting to GOV.UK Verify web portal.

GOV.UK Verify requests the consumer to select an IDP either for registration or authentication.

Secureidentity solution requires the consumer to have a smartphone, and a valid UK passport or a UK driver licence.

Step 2: Salmon arrows: registration

If the consumer has no credentials, he/she provides a personal statement with a set of personal information to identify him/herself.

The Service checks:

- The identity document using public document validation providers
- Phone number and Email address (using OTP code sent by SMS and email)
- Additional personal data using private data validation providers (to avoid fraudsters), including optional photo of passport verification or selfie and photo of passport for biometric recognition

If ID is verified, credentials are issued to the Subscriber, who then selects a PIN code to use the mobile application on his smartphone as authentication device.

Step 3: Blue arrows: authentication

If the consumer has credentials, he/she provides his/her email address (to enable his/her identification).

Secureidentity solution asks he/she to enter the PIN code on the smartphone into the **Secureidentity** mobile application (for authentication).

Secureidentity solution provides the authentication conclusion directly to GOV.UK Verify.

If the consumer is authenticated as a Subscriber, he/she can access to the selected public Service Provider.

Purple arrows: Help desk

If the consumer / subscriber has trouble using the Service portal, he/she can call/reach a Citizen Help Center to get some hints on how to complete the process.

No personal data is handled in this process that is only based on the ID given by the requester.

The help requests can be made by phone / email / electronic form / live chat.

Dark arrows: Subject access to personal data

After authentication through the credentials, the Subscriber can modify on-line most of the registration information. The **Secureidentity** solution updates credentials after verifications.

The consumer can also resign from the **Secureidentity** solution leading to deletion of most of the registration data. A minimal set of information are kept to comply with legal constraints.

To comply with the Data Protection Act, the Subscriber exercises his/her access right by making a Subject Access Request (SAR) to the Service.

These requests are managed by the Data Protection Officer and if validated, the request is implemented (delivery of the list of registrated data, update of some data, ...). New credentials may also have to be issued.