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Avsec Queue Counting Project – Wellington Airport
Attached to this letter is a detailed document (*Privacy Impact Assessment*) that outlines the work we have done to protect your privacy during the trial of new 'queue counting and wait times' technology.

Your privacy is a priority in the considerations made for a suitable solution, and we have taken great care to put privacy-by-design at the forefront. The trial uses a hybrid form of Facial Recognition Technology that ensures no passenger's personal information is kept on file. AvSec will use information collected for statistical data analysis purposes only.

The scope of the trial is limited to the use of digital signatures[1] for obtaining a count of people for accurate queue volumes and wait times. Currently we can't accurately measure this. Benefits from this trial will include better insights for Airport screening point queue management. Passenger Identity management is out of scope for the Queue Counting and Wait Times Trial.

- Images captured for all people as they enter and on exiting the screening point
- Images will be instantly converted into digital signatures and images permanently deleted within seconds
- Comparison of digital signatures produces real time count and wait time data
- Digital signature held for no more than 20 minutes before being permanently deleted from the system
- Avsec frontline staff will be excluded from the count by use of their Airport Identity Card photos
- A log is produced of the total number of signatures created and deleted – proving the data is deleted. They will be available on request and will be audited as part of the project
- A Department of Internal Affairs approved, All of Government Cloud based solution is used
- All data processing is happening right here in New Zealand

Some of the terms you will see in the PIA document are explained below:

Face recognition-based technology - unlike other Facial Recognition Technology systems which have been used elsewhere, involving bias against individuals based on race, ethnicity, gender , age or any other distinguishing features - the system works on the concept of using a generic person's face to create an unrecognisable digital signature.
Ethical use of this technology ensures information is used only for the purpose for which it is collected in meeting the Information Privacy Principles under the Privacy Act 2020.

Matching dataset - a digital signature that is produced using encryption

Recognition dataset - a digital signature of an Airport Identity Card holder produced using encryption
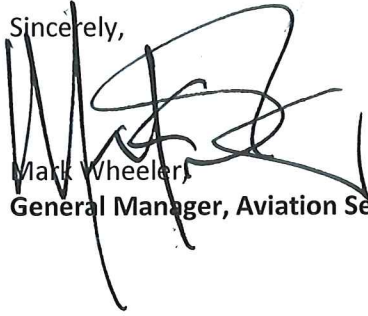
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[1] **Digital signature** – a unique set of numbers associated with an image

The digital signatures produced cannot be used for passenger identity management, a feature commonly associated with visual information management platforms.

This an example of how we work with our airport partners to help make your journey a bit easier.

If you have any questions about the technology we are using please contact Neriah Broughton email: timetrial@avsec.govt.nz

Sincerely,

Mark Wheeler
General Manager, Aviation Security Service