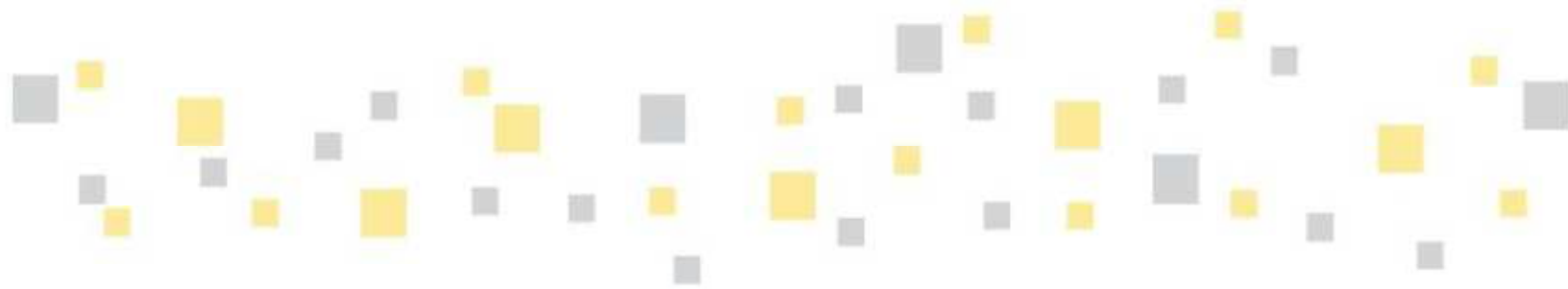


SMART CITIES

Workshop Customer Services

Kortrijk, May 6th 2009



Privacy in Practice:
Public Administration and the
development of personalised
services in practice.

PERSONALISED SERVICES IN BELGIUM



“Belgians are more interested in accessing relevant personal services online rather than learning the complexities of Belgian governments’ competences”

OESO report on e-Government in Belgium (2008)



MUNICIPAL REGISTERS

- Municipalities hold different registers: **national register**, population register, municipal registry of births, marriages and deaths, register of identity cards
- Municipal registers fall under the scope of the privacy law as defined in art. 3§1, but are exempt of the prior notification to the CBPL



NATIONAL REGISTER (NR)

The NR is the main source of identity information concerning natural persons.

It is a database with personal data collected and updated at municipal level.

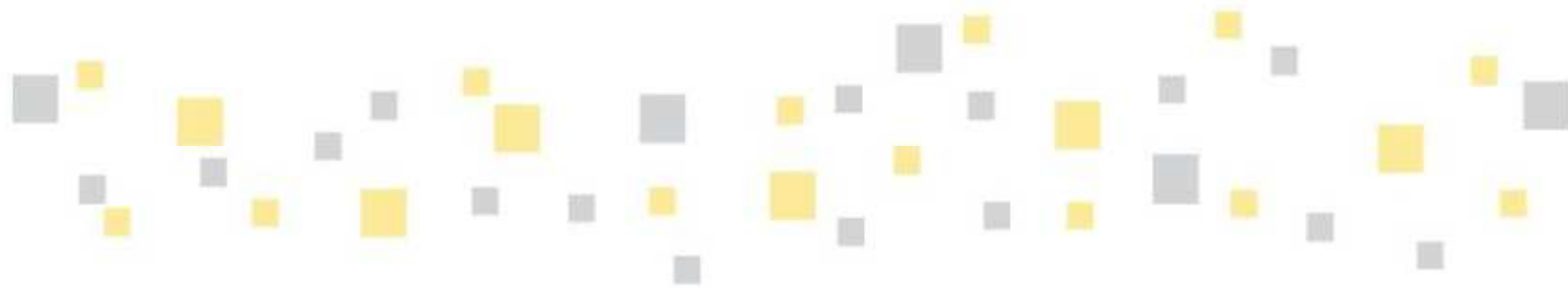
The NR is only accessible for bodies who are authorized, almost exclusively limited to bodies who fulfill a task of general interest.

- 
- Municipalities have a **right of access to and use of the NR:**

- *All information* concerning people who are or were registered in their population register

- *Basic information* concerning people who are or were registered in an other population register

The right of use however is strictly limited to internal use !!!



Municipalities introduce or change data from the NR, this can however only be done by civil servants working for the municipality who are under oath and bound by their professional secret.



THE NR = AUTHENTIC SOURCE

- The NR is an authentic data source : all information in the national register is believed to be correct until proven otherwise.
- Information in the NR can not be asked for a second time by a body authorized to consult the NR (single data collection)
- The use and processing of the national number (NN) and NR is strictly reserved to authorized bodies

THE NR AND PERSONALISED SERVICES



The NR and the NN play a key role in the provision of personalised services.

They play an essential role in identity management and the establishment circles of trust in which privacy is a crucial element.



NN : UNIQUE IDENTIFICATION

The NN enables unique identification and is therefore the ideal choice as a key for electronic databases.

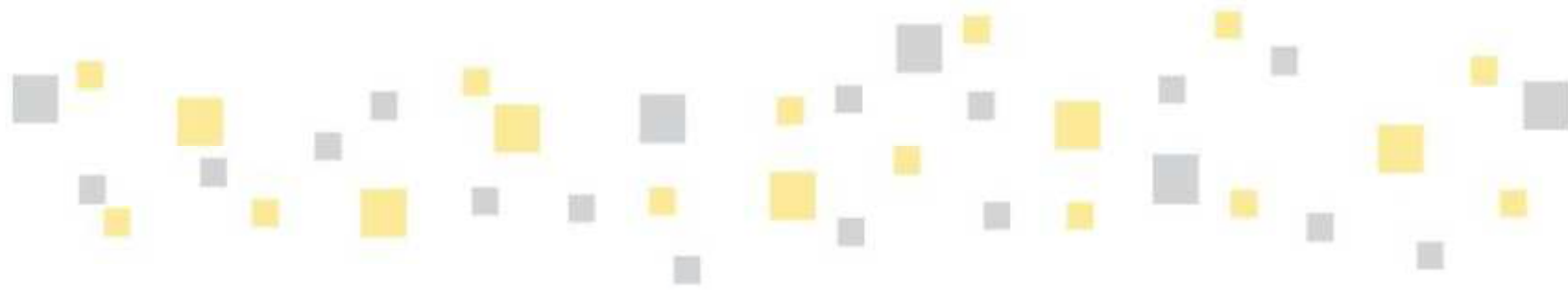
It also allows easy backoffice exchange of information within the administration

However a general use of the NN would allow linking of databases and data mining and therefore the NN can not be used as identification number by a third party



THE e-ID CARD

The e-ID card is a tool for identification, handed out by municipalities that can serve as a key for the disclosure of authentic datasources without uploading too much information on the card itself.



Identification is done by means of a certificate that contains information that enables the identification process.

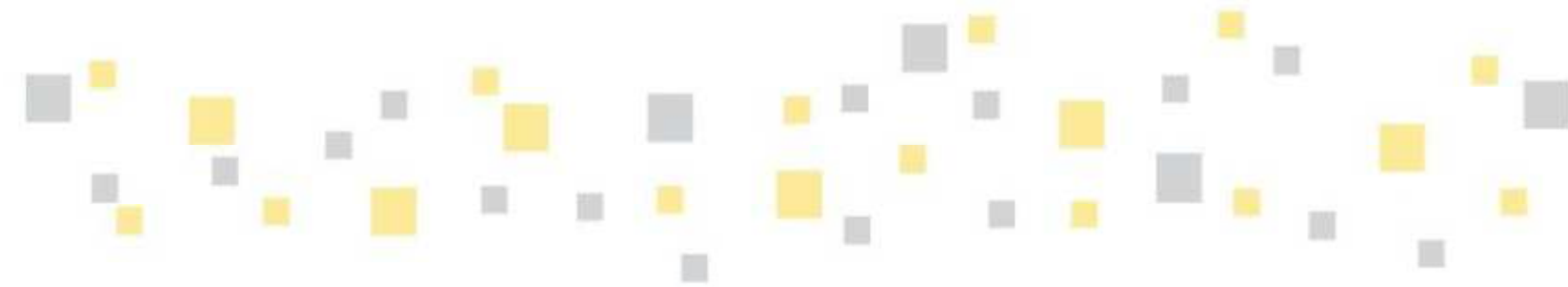
The personal information however can, according to the privacy law, not be processed further than needed for its purposes.



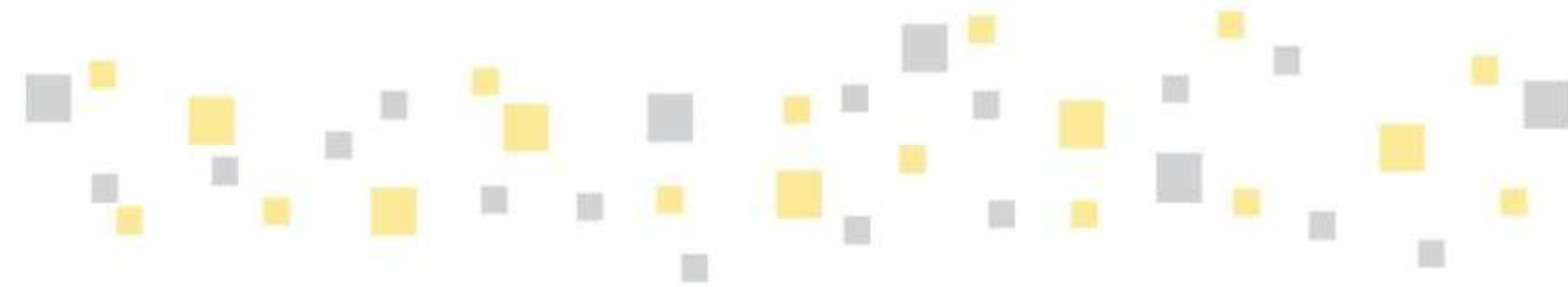
Personalised Services and Privacy

From a privacy perspective it is crucial that the electronic administrative data traffic is organized as much as possible based on distributed and decentralized storage of personal data.

Centralization and data integration is avoided as much as possible in order to protect privacy to a maximum level.



- The NR can only be processed by a qualified civil servant who is obliged to watch over the respect for privacy.
- Every use and consultation of personal information must be traceable : who used what for which purpose? (circle of trust)
- The NR and NN can not be used by third parties who do not have an authorization, not even with the consent of the civilian.



- The information on the e-ID card is strictly limited to the data necessary to identify the cardholder and the authentication and electronic signature certificates

Other data are not to be found on the e-ID card in order to protect privacy

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