

## Registrar's Decisions: Notification (RDN) 01/2020: Release of Information for the MyAlberta Verify Service (IVS)

Access to Motor Vehicle Information Regulation (AMVIR)

On July 19, 2017, to facilitate the implementation of the MADI Program, the Registrar published Registrar's Decisions: Notification (RDN) 01/2017. To simplify the collection of information required by the MADI Program, RDN 01/2017 is withdrawn and replaced by this Registrar's Decision: Notification.

To comply with the requirements of the Access to Motor Vehicle Information Regulation (AMVIR) and to further clarify and manage the disclosure of personal information from Alberta's Motor Vehicle System (MOVES), the Registrar of Motor Vehicle Services ("Registrar") decides:

### 1. Background

The MyAlberta Digital ID Program (MADI) is a program established by the Office of the Corporate Chief Information Officer and Telecommunications (OCCIO&T) in Service Alberta (SA). The program, implemented by SA in July 2015, provides a mechanism for individuals to create an unverified digital identity and credential including a user name and password that are associated with a validated email address.

The MyAlberta Verify service requires the capability to verify that the individual is who they claim to be, they exist, and they are the requestor of the verification. Confirming the identity of the applicant provides a higher level of identity assurance that the individual is who they claim to be and facilitates secure access to online services requiring assurances of the identity of the individual requesting those services.

MyAlberta Verify service relies on personal information stored in MOVES for verification and leverages the well-established "in person" verification process implemented by the Registrar for Alberta operator's licences and ID cards. Possessing a valid Alberta operator's licence or ID card is one of the preconditions for applying for a verified digital identity.

To create a verified digital identity, an Albertan (the "User") must complete the following steps:

#### **Verification:**

1. The User must:
  - i. Login to the MyAlberta Verify service using their MyAlberta Digital ID
  - ii. Read and consent to the outlined Terms and Conditions

- iii. Enter the Driver's Licence (DL)/MOVES ID (MVID) number and the Audit Control Number (ACN) located on the back of their Driver's Licence or Alberta ID card into MADI's Identity Verification Service (IVS)
2. IVS sends the DL/MVID and ACN entered by the User to MOVES
3. MOVES uses the DL/MVID and ACN to identify the User by matching against their current valid DL/ID card and returns the relevant personal motor vehicle information to IVS.
4. IVS displays the relevant personal motor vehicle information to the User for review
5. The User must:
  - i. Review and confirm the information to IVS, **or**
  - ii. Cancel and return to their unverified MADI account
6. **If** the User confirms the information, IVS sends:
  - i. Activation Code instructions via e-mail to the User, and
  - ii. A letter containing a unique Activation Code through Canada Post to the verified mailing address provided by the User

**Activation:**

7. The User's Activation Code is received via Canada Post
8. The User must:
  - i. Login to MyAlberta Verify using their MyAlberta Digital ID, and
  - ii. Enter the activation code into MADI's IVS
9. IVS:
  - i. Updates account to verified status (IAL3)
  - ii. Notifies User of identity account upgrade to IAL3 or "Verified"

If the above steps are completed successfully, the User's information is "associated/ linked" with their MADI digital identity and the MADI information becomes "verified" and is locked to prevent editing.

After completion of a successful verification, subsequent use and disclosure of the personal information entered by the Albertan or received by IVS from MOVES respecting the Albertan is under the authority of the *Freedom of Information and Protection of Privacy Act* (FOIP).

## 2. Information Content

To assist Albertans in creating an online verified identity so they may have access to programs and services requiring this level of assurance, the Registrar decides to match against MOVES specific personal information collected by OCCIO&T as entered by the Albertan and authorizes the release to IVS from MOVES of information that has been confirmed by the Albertan through the IVS process.

The personal identity information collected online from the User or released from MOVES to IVS, and stored in IVS includes the following fields:

- Card Audit Control Number (ACN)
- MVID for an ID card or the Licence Number for an operator's licence (also referred as a driver's licence)
- Full Name as it appears on the relevant card
  - First Name
  - Middle Name(s)
  - Last Name
- Card Expiry Date
- Card Issued Date
- Mailing Address
  - Line 1
  - Line 2
  - City/ Municipality
  - Province
  - Postal Code
- Date of Birth:
- Gender

MyAlberta Verify or IVS verifies this information against MOVES. If the information matches MOVES, MOVES will return the User's information, flagged in **red font** above, to IVS. IVS will display the information for the User to review and confirm the information, therefore requesting a verified identity. For security purposes, the User is sent an Activation Code through Canada Post, as well as an email with Activation Code instructions to their email address used to create their MyAlberta Digital ID account. After the User enters the activation code into IVS, the verification process is concluded.

The personal identity information collected online or released from MOVES to IVS and stored in MADi includes the following fields:

- First Name
- Middle Name(s)
- Last Name
- Date of Birth
- Email Address
- Telephone (Home)
- Telephone (Cell)
- Mailing Address
- City/Municipality
- Province
- Country
- Postal Code

- Gender

Upon conclusion of the verification process in IVS, the fields flagged in blue font are considered verified and are locked down in MADl and cannot be edited.

Individuals may then make use of their verified identities as they choose to engage online programs and services utilizing MADl. All access and privacy protections for the subsequent use and/or disclosure of personal information that may occur as a result of an individual's use of their online identity is managed through service agreements that ensure data ownership, breach response, and all requirements of applicable access and privacy laws and records management are followed.

### 3. Release Channel

OCCIO&T, having a valid AMVIR MOU with the Registrar, may match against MOVES the information collected online from the User, and if the information matches, may receive information from MOVES to be stored in IVS through electronic means, as agreed by the Registrar.

### 4. Purposes

The Registrar's decision is to permit OCCIO&T to match IVS information against MOVES, on an ongoing basis, for the purpose of enabling Albertans to establish a verified digital identity in accordance with the following authority under section 2 of AMVIR:

**2(1)(e)** The Registrar **may, on request**, release information on the Registrar's motor vehicle information system, collected and compiled for the purpose of identifying licensed operators and registered owners of motor vehicles, only to an officer or employee of a public body, the Registrar, an agent of the Registrar or to a member of the Executive Council, if the information is necessary for the performance of the duties of the officer, employee or member or if the disclosure is necessary for the delivery of a program or service.

### 5. Persons or Categories of Persons

The categories of persons and/or organizations that have requested access to personal motor vehicle information and were granted or were denied access by the Registrar are presented below.

**The following provisions regarding Type I Information replace the provisions regarding Type I Information added to *Registrar's***

**Decision: Notification 01/2004 by Registrar's Decision: Notification 01/2017.**

## **Type I Information**

The following is added, to the list of persons and/or organizations to whom the Registrar has decided to release information pursuant to s. 2(1) (e) of AMVIR, as detailed on page 11 of *Registrar's Decisions: Notification 01/2004* under point "A":

- xvi) Office of the Corporate Chief Information Officer and Telecommunications (OCCIO&T), for the MyAlberta Verify service to establish a verified online identity.

## **6. Notification and Review Process**

In accordance with section 4 of AMVIR, upon request by a person/organization, the Registrar's decision is to release, on an ongoing basis, the information specified in this Notification.

This Notification was released on **January 28, 2020**. Any person may, within sixty days after the date of this publication, ask the Information and Privacy Commissioner to review the decision of the Registrar in accordance with Part 5, Division 1.1 of the *Freedom of Information and the Protection of Privacy Act*.

On the issuance of this Notification, in accordance with subsection 4(1) of AMVIR, notice is deemed to have been given for the current and any future releases of the category of information and of the person or category of persons to whom the information is released as described in the Notification, for the purposes of notice under Part 5, Division 1.1 of the *Freedom of Information and Protection of Privacy Act*.