

General Rules for the use of Video Identification Service for the purposes of using the Ilirika system

Validity: from 15 March 2019

Terms of use for the Video Identification Service govern the relationships between the Ilirika d.d. company and a user of the Video Identification Service.

1. Definitions / General provisions

- 1.1. The Rules for the use of Video Identification Service for the purposes of using the Ilirika system (hereinafter referred to as: Rules) lay down the rules for the use of the video identification services, i.e. collection of user data, user identification by comparing the data from their official identity document and their image and sound recordings and submission of the data to the Ilirika system operator, the scope of the respective services and mutual rights and obligations of the user and the Ilirika system operator. In addition to these Rules, also the General Terms and Conditions of Use for the Ilirika services apply.
- 1.2. The service includes technology and procedure for personal identification through an internet video and audio connection acting in both directions and in real-time between the user and the provider of video identification. Before initialising video identification, the user must enter the required data in the on-line form. During the procedure, the user must provide the required valid identity documents as stipulated by the procedure. The procedure includes taking photos of the user, images of both sides of personal identification document and audio recordings of a conversation during the procedure for identifying the user.
- 1.3. The electronic video identification service is available for the citizens of countries included in and allowed by the Ilirika system.
- 1.4. **The Video Identification Service provider** is the Telekom Slovenije, d.d. company.
- 1.5. **The Video Identification Service subprovider** is the SETCEE d.o.o. company.
- 1.6. **The Ilirika system operator** is the Ilirika d.d. company.
- 1.7. **The Ilirika system** is a system within the scope of which video identification is performed for individual services provided by the Ilirika d.d. company.
- 1.8. Service user is an end user of the Video Identification Service. User is a natural person who is identified through the video identification procedure for the purposes of applying the Ilirika system.

2. Description of Video Identification Service

- 2.1. Telekom Slovenije in cooperation with the subprovider SETCEE d.o.o. provides to the Ilirika d.o.o. video identification by applying the Video Identification Service.
- 2.2. The Video Identification Service enables identification of persons through internet network by taking into account the prescribed procedure. The results of the procedure are data collected during the procedure and information that the person identity is confirmed or not.
- 2.3. The video identification procedure is performed by an advisor in the Telekom Slovenije call centre and the user of the Video Identification Service. The procedure includes taking photos of the person, their identification documents and audio recordings of the conversation. The data collected and result of identification are kept in the Ilirika system only for the purposes of applying the Ilirika system.

3. Description of video identification procedures

- 3.1. First, the user enters their data in the on-line form of the Ilirika system and initiates the procedure by clicking the provided link. The application redirects the user to the on-line application for performing video identification where video and audio connection is established with the video identification provider with Telekom Slovenije. The provider leads the user through a predetermined video identification procedure.
- 3.2. After the video identification is completed, the collected data obtained by Telekom Slovenije during the procedure are sent to the Ilirika system operator who also receives the status of the identification performed. The status of video identification can be successful or unsuccessful.
- 3.3. The video identification procedure verifies the following:
 - the match between the previously entered user data and the information on the identification document;
 - identity document security features;
 - logical consistency of all data collected;
 - suitability of the provided purpose of the client;
 - potential impact of third parties on the client's will;
 - client's response to the questions and Their behaviour during the identification procedure.

- 3.4. In the video identification procedure for subjects under the Prevention of Money Laundering and Terrorist Financing Act (ZPPDFT-1) the following data are collected:
 - name and surname;
 - address of permanent residence;
 - address of temporary residence, if any;
 - date of birth;
 - place of birth;
 - tax ID number or personal identification number;
 - citizenship;
 - ID document number;
 - name of the ID document issuer;
 - ID document type;
 - purpose;
 - date and time;
 - photo of the front and back side of ID document;
 - photo of the user during the video identification procedure;
 - audio recordings of the conversation between the service provider and the user.
- 3.5. Ilirika may also collect other data during the procedure.
- 3.6. At any time, the video identification procedure provider can cancel the procedure, if:
 - technical conditions do not allow flawless identification procedure, e.g. poor connection, poor image or sound, etc.;
 - there is a suspicion of non-authenticity of ID document;
 - there is a suspicious circumstance during the procedure on the user side.
- 3.7. In this case, the provider shall register the reason for cancellation in the data collected during the procedure to be sent to the Ilirika system operator and recorded in the audit trail, and refer the user to the branch office of the Ilirika system operator.
- 3.8. After video identification is completed, all data collected during the video identification procedure and results of the identification procedure performed are submitted to the Ilirika system operator. The provider does not keep any collected personal data. If the identification procedure is successful, the user is verified for the purposes of applying the Ilirika system.
- 3.9. At the end of the procedure, the revision trail is recorded in the system for performing video identification. The audit trail includes anonymised data and other data which provide unambiguous determination of the procedure and the person of the provider and also the specific identification performed in the combination with the Ilirika system data. Ilirika shall keep the audit trail for at least 10 years from its formation or for the period stipulated by law.

4. Compliance with regulations and standards

- 4.1. The Video Electronic Identification Service complies with the Prevention of Money Laundering and Terrorist Financing Act (ZPPDFT-1) and the Rules on technical requirements for video electronic identification devices.
- 4.2. The Ilirika system operator shall act in conformity with all laws and regulations applicable for the use of Video Identification Service, including the laws governing the fields of privacy, personal data, data protection and confidentiality of communication. The Ilirika system operator shall also be responsible for implementation and maintenance of security measures for the components of services which it controls and uses to manage, process and keep any kind of user data in the Ilirika system.

5. Processing of personal data

- 5.1. The Ilirika system operator shall process personal data pursuant to its Privacy policy, these General rules, General Terms and Conditions of Use for the Ilirika services and in accordance with any potential user consents which also include information on the treatment of personal data of the Ilirika company as the Ilirika system operator and on the user rights related to the processing of their personal data.
- 5.2. By taking into account the latest technological progress, implementation costs and the nature, scope, circumstances and purposes of processing, as well as different risks to the rights and freedoms of individuals, the provider will perform adequate procedures and measures stated in the

General Data Protection Regulation and other regulations in the field of data protection.

Procedures and measures to protect personal data must be suitable in terms of risks which the processing and nature of certain personal data pose.

6. Final provisions

- 6.1. These General rules shall be published on the Ilirika website www.ilirika.si.
- 6.2. The operator shall notify users on any change to these Rules and their integral parts through the www.ilirika.si website.
- 6.3. These Terms and Conditions come into effect on 15 March 2019.

Ilirika, d. d.