



## Star Alliance Biometrics – Frequently Asked Questions

### WHAT IS IT, AND WHERE CAN I USE IT?

#### **Q. What is Star Alliance Biometrics?**

A. Star Alliance Biometrics is a voluntary Star Alliance product that allows customers to take advantage of facial recognition technology to pass through security and boarding gates in a touchless manner. In the near future the range of process points will be gradually expanded – for example to baggage drop-off and business lounges.

#### **Q. How does Star Alliance Biometrics work?**

A. When an enrolled customer travels through a participating airport and on a participating airline, Star Alliance Biometrics facial recognition technology matches the customer's live image to the boarding pass information and biometric profile, allowing the customer to effortlessly pass through the enabled touchpoints.

#### **Q. Where is Star Alliance Biometrics available?**

A. At launch, it is available simultaneously at both Frankfurt/Main Airport (FRA) and Munich Airport (MUC) when travelling on either Lufthansa or SWISS.

#### **Q. Is Star Alliance Biometrics a Lufthansa product?**

A. Star Alliance Biometrics is a Star Alliance product designed in collaboration with many Star Alliance member airlines, including launch airline Lufthansa.

### REGISTRATION AND DATA PROCESSING

#### **Q. How can customers register for Star Alliance Biometrics?**

A. Any Lufthansa and SWISS Miles & More member can register for Star Alliance Biometrics via the Lufthansa app. After logging into the Lufthansa app, the registration can be started by selecting Star Alliance Biometrics in the main menu of the Lufthansa app. If customers do not yet have a Miles & More account, they can sign up for free. The registration consists of four easy steps - create a PIN and security questions, take a selfie, scan your passport, and provide your consent.

#### **Q. Do customers need to complete the registration before every flight?**

A. No, customers only need to register once to use Star Alliance Biometrics at all participating airports.

#### **Q. How soon is the Star Alliance Biometrics profile active once registered?**

A. The Star Alliance Biometrics profile will be active latest 24 hours after registration.

#### **Q. What personal data is stored by Star Alliance Biometrics?**

A. Star Alliance Biometrics stores the enrolled frequent flyer number, up to five pictures of the customer, the expiration date of the passport, and PIN, as well as security questions. The name of the customer is not stored.

#### **Q. Where are the biometric profiles and data stored?**



A. Star Alliance encrypts and stores the customers' profiles and data in a Microsoft Azure Cloud hosted in Europe. The data is subject to and protected by EU privacy laws. Airlines and airports will not have access to customers' biometric profile data.

**Q. Why is the name and Miles & More number of the customer transferred to the Star Alliance app?**

A. The Star Alliance App requires the validated Miles & More number of the customer, as Star Alliance Biometrics connects the number to the customer's biometric profile. The customer's name is only required to match the name on the passport to the one in the Miles & More account. After a successful match, names are not stored.

**Q. How long does the registration process take for Star Alliance Biometrics?**

A. The registration process usually takes around three to ten minutes. If the process is idle for too long, a timeout occurs and customers may have to re-start the registration.

**Q. Can customers delete their biometric profile?**

A. Yes, customers can delete their biometric profile at any time. Simply select "Delete Biometric Profile" under "Profile Management" in the Star Alliance app.

**Q. What happens if customers forget their Star Alliance Biometrics PIN or the answers to their security questions?**

A. Customers can use the "Send Feedback" function under "Settings" within the Star Alliance app, in order to be routed to the appropriate service desk.

**Q. Who can customers contact if they have questions or feedback about Star Alliance Biometrics?**

A. Customers can use the "Send Feedback" function under "Settings" within the Star Alliance app.

**Q. Can customers register using a tablet or iPad, instead of a mobile phone?**

A. No, customers are required to register using an Android or iOS mobile phone. Tablets or iPads are not recommended for the registration process.

## **USE AT AIRPORTS**

**Q. What do customers need to do in order to use biometric identification at a participating airport?**

A. Customers need to enrol in Star Alliance Biometrics, enter their Star Alliance Biometrics-registered frequent flyer number in their booking, and use the clearly designated Star Alliance Biometrics gates.

**Q. How do customers recognize eGates that are equipped with biometrics?**

A. eGates that are equipped with biometrics are clearly signed with the Star Alliance Biometrics logo above the gate as well as with floor markings

**Q. I am required to wear a mask in the airport terminal. Will I have to remove this for biometrics identification?**

A. No. It is not required to remove the mask for the biometric identity check. The identification process works for passengers wearing masks.

**Q. What happens if a customer cannot be biometrically identified at a touchpoint?**

A. Customers can still proceed at a touchpoint by using their boarding pass.



**Q. Do customers still need to carry their ID or passport, even if they have a biometric profile?**

A. Yes, customers are always required to carry their ID/passport. The biometric identification at certain touchpoints does not replace the ID/passport check at the airport.

**Q. Do customers still need to carry their boarding pass?**

A. Yes, customers are required to carry their boarding pass as there are touchpoints that are not equipped with biometric identification.

**Q. Are pictures stored at biometric touchpoints, even if the customer does not have a Star Alliance Biometrics profile?**

A. No, pictures are not stored at biometric touchpoints.