

Accessible, understandable and intended for everyone

Digital identity

The ability to do business by government by digital means calls for a reliable, secure and user-friendly digital identity. We have identified four aspects relevant to the use of a digital identity:

1. Access and login means, such as the eID, DigiD and eRecognition
2. Verified personal data and how you deal with them (attributes)
3. Authorisations such as authorisation via DigiD
4. Expressions of intent (signature)

We are working on a process logging into digital government services at a level of assurance that is appropriate to the sensitivity of the personal data in use. The Digital Government Bill that makes this possible has been adopted by the House of Representatives. The introduction of level 3 eRecognition for the UWV and the Tax and Customs Administration has led to a considerable rise in the number of level 3 ID issues. On 1 January 2020, 443 (government) service providers were linked to eRecognition. By 1 January 2020, a total of 402,239 login means had been issued, of which 123,945 at eRecognition level 3.

Since 15 May 2019, two-step verification has been made compulsory for the employee insurance agency (UWV). To log on with this government body, it is no longer sufficient to use just user name and password. For authentication, the user is required to enter an additional code (that is received via SMS) or to use the DigiD app. Thanks to a successful campaign to promote the use of two-step verification (#lekkermakkelijk) and improvements in the user-friendliness of the app, the number of users of the DigiD app rose in 2019 from 2.4 million to more than 6 million. The total number of logins via the app doubled from 3 to 6 million per month. In 2019, the DigiD was the most downloaded free app in the App Store.

At the end of 2019, almost 30 percent of all authentications took place via the DigiD app. The total number of DigiD authentications in 2019 was around 340 million. The number of DigiD users rose from 13.8 million (January 2019) to 15 million (December 2019). Although not all service providers require a high login level (with DigiD), citizens have become increasingly convinced of the fact that it is no longer sufficient to log in with only a user name or password. Partly this is due to the promotion campaigns, for example the campaign about the DigiD app for students and young parents.

In 2019, we started to develop our vision on digital identity. Experiments have now also been started in this field. The Ministries of BZK and JenV have together initiated the development of the so-called *Known Traveller Digital Identity* (KTDI). JenV is investigating the possibility of undertaking international travel with your identity details on your mobile telephone. We have also been working on the *Self Sovereign Identity* (SSI) concept. This gives individual citizens autonomy in the digital world, and enables them to take control of the sharing of their data (and statements). This concept is still in the first stage of development.

The purpose of the Authorisation programme is twofold. Firstly, (in particular for people with poor digital skills) making it easy to (voluntarily) authorise someone else to do digital business with the government. To make this possible, the existing DigiD Authorisation facility is undergoing further development to make it more user friendly. Secondly, it must be possible for a guardian or parent to quickly and simply deal with the government, by digital means, for a client or child (legal representation). That will be achieved by creating central digital access to the existing registers for legal representatives. At the Tjonge Schans hospital, for example, a pilot project has been completed, granting mothers access to the medical details of their minor children.

Via the Authorisation programme, the user friendliness of DigiD Authorisation has been hugely improved over the past year. At the same time, we must note that the programme has suffered serious delays both in the large-scale connection of government organisations for voluntary authorisation and in the development of functions for legal representation. The House of Representatives will be informed about the delay and the follow-up actions to be undertaken, in a separate document.

One essential precondition for digital business practice is the right of individual citizens or businesses to express their wishes. This is possible via electronic signature. In the same way that you sign a paper document, using an electronic signature, you can also sign a document indicating your approval of that document, thereby expressing your wish and

intent. On a European level, the eIDAS regulation provides frameworks for the way in which digital signatures can be used to increase confidence in digital transactions. We are currently working on the parameters that enable the secure digital signing of documents, so that citizens and businesses are offered a reliable means of business digitally.

The Netherlands has implemented the eIDAS regulation, within the prescribed time limit. Citizens and businesses from Member States of the EU have been increasingly able to log in in the Netherlands, since September 2018, using EU-recognised login means. An update of the eIDAS regulation is expected to be published, and based on its vision on digital identity, the Netherlands will continue to organise the control of data.

Control of data

In the coalition agreement 'Confidence in the future', the Cabinet expressed the ambition of giving people greater control of their own data. This means that individual citizens in principle are able to access their data, and share that data digitally with third parties, for example if they need to do so to arrange a particular service. This policy operates on three different tracks:

- Increasing the transparency of the compulsory reuse of personal data by government organisations, such as for example access to the parties with whom data has been shared, and an explanation of what has been done with those personal data.
- Access to and rectification of personal data.
- The sharing of data of citizens registered with the government with third parties, the compulsory, applicable rules of play, planned experiments and the first actions that must be taken in order to bring about implementation.
- The legal inventory on the control of data undertaken at the start of 2020 has identified what is needed to organise the sharing of data of individual citizens in a transparent and enforceable manner. It has for example become abundantly clear that at present, it is not the aim of any of the key registers to provide personal data with a view to improving ease of use or control by individual citizens.

The secure sharing of personal data with other parties is currently being facilitated in a number of sectors, including healthcare. Since 1 July 2020, all patients have the right to take control of their own personal health data, on the basis of a personal health environment (MedMij). More than 25 environments have already been created, with a MedMij label. The social security sector is also undertaking a series of pilots in the field of data control.

A number of municipalities and the implementing bodies the Netherlands Vehicle Authority (RDW) and the Central Administrative Office (CAK) offer what is known as the 'Blue Button'. The Blue Button enables individual citizens to download their personal data in a certified document. The Blue Button introduced on MijnRDW was used by around 8 percent of visitors during the first months following its introduction. Another example comes from the rented housing sector: via MijnOverheid, tenants can submit their data from the BRP and key register about their income to a provider of social housing, to simply assess whether they are entitled to a particular dwelling. A test case is being developed for this application which will be put into practice and subsequently evaluated, later in 2020. There are also a series of private initiatives in the housing sector, all relating to data control. Their primary objective is to cut down on the level of administrative red tape for consumers.

Over the past year, at various locations, work has been undertaken on improving access to personal data and options for data rectification. A study was also carried out into creating a government-wide team to solve complex problems. The presentation of personal data in the key registers in MijnOverheid has been improved. Since the end of 2019, that has led to increased ease of use and a considerable rise in the number of consultation moments.

At present, discussions are being held with a wide range of parties on the agreements that are needed to further implement the 'Control of Data' programme. The remaining obstacles in existing legislation are currently being traced. Proposals to embed the rules of play for the Control of Data in regulations are still in the draft phase. For data that can be derived to an individual person, the basis for control of data has been integrated in an amendment to the Digital Government Bill.

- In March 2020, the results of a social cost-benefit analysis (mkba) were published for the Control of Data programme. These results reveal that in certain situations, the benefits of control of data are sufficient in terms of both quality and quantity to justify investments in data control. The possibilities include the ability in the future to provide data from government registers to private service providers, such as housing associations, mortgage lenders and/or funeral insurers, on request. The mkba also clearly reveals that the benefits primarily accrue to

individual citizens and private service providers, and that it is up to government to pay for part of the investments to make the control of data secure and reliable.

- In 2019, a series of studies were concluded into the way in which users wish to retain control of their data. These studies reveal that the need for control is not immediately recognised but that it is perceived as a latent need. In certain situations, and through the smart organisation of processes, the need for control of data can be made more explicit, and result in increased use. In the same way, practical trials concluded at the end of 2019 provide considerable insight into the way in which users are able to handle the control of their data, and in particular what is expected of the government and providers of the associated tools and apps.

The large-scale responsible introduction of control of data is a serious societal challenge. It is something we are working hard to achieve, together.

System of key registers, key geo registers and the BRP

BZK is responsible for the system of key registers and for the agreements, standards and facilities that go beyond the scope of the key registers. To provide customer-oriented, reliable and efficient government service, the data from the ten key registers are of vital importance. Data about individual citizens, businesses, real estate and vehicles are recorded one-time only in the key registers. Organisations with public tasks are required to make use of those data, in implementing their tasks. As a consequence, in principle, they are not required to keep their own registers up to date, or to repeatedly call upon individual citizens or businesses to resubmit their data.

In part in response to the report 'Data Management', from the Netherlands Court of Auditors (June 2019) and the vision document Control of Data (July 2019), we have initiated a series of actions to improve the functioning of the system of key registers. Users of key registers both inside and outside government are indicating that the links between the key registers must be improved, and that it must be made easier to use the data sets, in combination. These calls are reflected by the Court of Auditors. Citizens faced with decisions based on incorrect data often have no idea who to contact, for a solution. All divisions of government are therefore working together to improve the functioning of the system of key registers. Our efforts are based among others on the periodic monitor 'quality of cohesion between key registers' from Statistics Netherlands.

Step by step we are removing the obstacles to the optimum use of key registers:

- We are working to establish a central reporting point where citizens and entrepreneurs can report incorrect data in key registers and that will then offer them support in rectifying the data errors. This reporting point will then collaborate intensively with the existing problem-solving teams and key register counter services.
- An investigation was carried out into obstacles to the compulsory use and one-time issuing of basic data, and how these obstacles can be removed.
- BZK is working on a statutory system to embed key registers in the Digital Government Act.
- A start has been made on drawing up a common future vision for the system of key registers.
- BZK is in close contact with managers, source holders and users of key registers. Over the past year, a large number of improvement points have been identified at system level, and a number have already been tackled.

Data must be understandable and easily accessible for everyone. For the geo key registers, this principle has been translated into three spearheads: 1) high quality data, 2) greater cohesion between the different registers and 3) making data available according to the wishes of the users.

Based on their broad scope of application, open geodata have already more than proven their value for society. Nonetheless, both businesses and individual citizens could make far greater use of these data resources. For that reason, we plan to further develop the geo key registers and to better match the way those registers are made available to the different user types. This approach will also enable the digital system of the Environment and Planning Act (DSO) to make optimum use of geodata.

The Personal Records Database (BRP) is currently being updated and modernised in such a way that the services provided by municipalities and administrative bodies continue to match their societal tasks.

Instead of first developing a vision, the decision was taken at the end of 2019 to adapt the BRP in a step-by-step process, and to join our partners in preparing a development agenda. Specific objectives of this agenda are to increase control for

citizens of the use of data in the BRP, to enable a gender-neutral form of address, to solve the problem of ghost residents at an address, and to improve the registration of non-residents (including economic immigrants).

The investigation into the possibility of adding email addresses to the BRP has not yet been completed. The international study into 'Population registers in different countries' was published in December 2019.

The possibility has been investigated of offering citizens and additional option in the BRP, for the choice of form of address, alongside the option 'Mr' or 'Mrs'. The House of Representatives will be further informed on this issue, in the letter about the current status of the BRP. The Minister of OCW is expected to inform the House of Representatives about the findings in respect of unnecessary gender registration, in June 2020.

Actions 2020-2021

Digital inclusion

- In 2020, by means of the Crystal Clear Brigade (Direct Duidelijk Brigade), we will deliver an additional boost to understandable government language and communication. Throughout the country, in 2020, we are organising sessions, what has been dubbed the Crystal Clear Tour. We started with a digital Crystal Clear Tour before the summer. Depending on the development of the corona crisis, physical meetings of the brigade will once again be organised in the third or fourth quarter of 2020. Public panels will be organised to test whether texts have become noticeably better and more understandable for people. The Crystal Clear Brigade will also be collecting and widely disseminating good examples, and establishing local networks. The Brigade will also be looking into the instruments that can be provided to government organisations to give them the support they need.
- The zero measurement by the Accessibility Foundation has revealed that access to one in three government websites is already fair to good, but that the majority of websites do not yet fully satisfy all accessibility requirements. In 2020, we will be working alongside all government organisations, [Digitoegankelijk.nl](https://www.digitoegankelijk.nl) and User Needs First to further improve access to websites and apps in line with the Temporary Decree on Digital Accessibility. In September 2020, all government organisations must be in compliance with the guideline. In real terms, this means that they must apply the accessibility standard and demonstrate in the form of a public accessibility statement what stage of progress they have achieved. In September (online) information meetings were organised, and an inventory was drawn up of how far various government parties have advanced in complying with the obligation, and government bodies were advised on how to further improve their websites and accessibility statements.
- During the course of 2020, the VNG will carry out a needs survey among municipal authorities, to investigate the obstacles perceived by municipalities in terms of digital inclusion, and to assess their needs in providing support to people. One of the aims will be to organise structural assistance.
- We are working alongside the Count with Language (Tel mee met Taal) programme which between 2020 and 2024 will among other things be focusing on the development of monitoring and improving the quality of the basic skills courses on offer.
- Depending on the development of the corona crisis, during the course of 2020, we will be establishing a further 60 Digital Government information points. In 2021, the network of information points will be rolled out across the whole of the Netherlands.
- By means of three living labs (in Groningen, Amsterdam and Tilburg), we are examining how to expand the outreach from the support programme, by improving the match between the services on offer and people's daily lives.
- Our objective is to increase digital awareness within the triangle digital inclusion, information security and public values. The overall goal for our activities is that people:
 - are able to keep up to date with technology;
 - are able to take opportunities and are resilient to the risks;
 - are able to communicate about the (digital) society that we wish to live in, together.
- In 2020, the teaching programme 'Do your digithing!' (Doe je digiding) will be organised nationally, with a run-over into 2021. The planned curriculum is aimed at VMBO (pre-secondary vocational education) and MBO (secondary vocational education), and aims to prepare young people for when they turn 18. This programme is organised in collaboration with the Digital Society Alliance.

Digital identity

- By further developing a Dutch vision on digital identity and at the same time continuing to experiment within the frameworks of this vision, government is elaborating an ever clearer framework within which we in the Netherlands can accept applications that help us deal with our digital identity.
- In 2020, we will be drawing up a vision on the role of government in the infrastructure for a digital identity. One of the key elements is the concept of a reliable digital source identity issued by government; a source identity which - just like a passport in the physical world - can be used to support interaction with a variety of organisations. We are currently experimenting with the use of digital identity applications in practice. BZK will continue its experiments with the development of a virtual identity (vID), the Known Traveller Digital Identity (KTDI) and on a European scale, investigation of the concept of Self Sovereign Identity.
- We are working on the process of logging into digital government services at a level of assurance that is appropriate to the sensitivity of the personal data used. The assurance level for logging into government services by businesses (using eRecognition means) will gradually be raised to level 3 (eIDAS level of assurance 'Substantial'). In 2020, within government, a two-step verification for login is being encouraged. The aim is that by the end of 2020, all citizens will have access to this very reliable login method. The method involving just a login name and password can then be phased out.
- Options are being developed for broader and private alternatives for DigiD. The timetable suggests that by the fourth quarter of 2020, private means (via temporary access) will be made available to individual citizens. This will enable them to log in to government service providers and for example healthcare providers.
- We support the broader availability of eRecognition means. Some businesses only use eRecognition for their tax return, and this costs them money. We will ensure that these costs are reimbursed to businesses, a goal that will have been achieved by the end of 2020.
- We will be further improving the recovery options for login means, so that individual citizens who become the victims of identity fraud can be better assisted.
- As part of the Travel Document System programme, a response will be written to the recommendations from the Bureau ICT Assessment (BIT), in 2020. This will be followed by the legislation process.
- With the introduction of the Electronic Dutch Identity Card, via an extra function on the ID card, it will be possible to log in to government services, electronically, at a level of assurance 'high'. This is due to be introduced (following the amendment of the Passport Act) in the first quarter of 2021.
- Over the coming period, the Authorisation programme will be fully recalibrated. The number one priority will be the mass access for the healthcare sector to voluntary authorisation, since this sector represents the greatest societal interest. In the next progress report on the Authorisation programme, the House of Representatives will be informed about the delays that have arisen, and the corrective actions that have been taken in response.

Control of data

- The introduction of Control of data will follow the lines in the policy document on this issue, published in 2019. To realise the ambitions relating to sharing, access and rectification, the following actions will be undertaken in 2020-2021:
- During the course of 2020, an intergovernmental harmonised programme will be established for the step-by-step introduction of Control of data. This will include reaching agreements with the parties wishing to receive data from individual citizens, and with intermediary service providers who are facilitating this process via apps and tools.
- Data sharing
 - We are developing government-wide (legal) frameworks for data sharing with private organisations. Those frameworks will be anchored in the Digital Government Act and as necessary other laws. We expect to have the initial proposals for how this will be organised ready for consultation, at the end of 2020.
 - Following on from the pilot project involving the sharing of data with housing associations, the conditions for data sharing will be mapped out in 2020.
 - We will be testing a 2.0 version of the Blue Button.
- One-time data issue:
 - We are investigating what needs to be anchored in legislation. This includes the legal basis for the central reporting point, system-wide agreements and standards and ensuring that the Minister of the Interior and Kingdom Relations is given system responsibility.
 - The goal is still for individual citizens to be able to see which data are already subject to the principle of one-time data issue, in MijnOverheid from the end of 2020 onwards.
- Access and rectification

- We are currently testing a government-wide, organisation-overarching problem-solving team for urgent problem cases that arise through the use of an incorrect item of data. The aim is to rectify the consequences of an incorrect item of data as quickly as possible. We expect the problem-solving team to start work by the end of 2020.
- In MijnOverheid, citizens can identify which organisations receive which basic data for what purpose, and via a rectification button can immediately be put in touch with the correct counter for rectifying basic data. The aim is for the initial results to be visible, by the end of 2020.
- In 2020, we will be more systematically assessing the lessons learned and the user experiences in the application of the control of data. The outcomes will then be shared with sectors and parties wishing to invest in this field.

System of key registers

- One of the ways in which the position of individual citizens and entrepreneurs will be reinforced is the establishment of a central reporting point for reporting and solving problems caused by incorrect items of data in key registers. This reporting point will have been established by the end of 2020.
- Among users of key registers, we have investigated the obstacles to compulsory use and one-time issuing of data in the key registers.
- We are investigating what needs to be anchored in legislation. This includes the legal basis for the central reporting point, system-wide agreements and standards and ensuring that the Minister of the Interior and Kingdom Relations is given system responsibility.
- In 2020, we will draw up a future vision for the system of key registers, including system-wide consideration frameworks for privacy, transparency and quality policy. This future vision will be completed by the end of 2020.
- Each year, Statistics Netherlands monitors the quality of data at system level. The resultant report identifies points where no links have yet been established between data about individual persons, businesses and buildings, in the system. Under the auspices of the BZK, the key registers will then tackle these weak points.

Personal Records Database (BRP)

- In 2020, a progress report on the current state of affairs as concerns the further development of the BRP will be sent to the House of Representatives (Development Agenda BRP/future of the BRP). Together with all stakeholders, we are working on a development agenda for the medium to long term. Guide frameworks were drawn up in 2020, together with a first draft development agenda for amendments to the BRP system. The working group on the Future of the BRP (with participants from municipalities and implementing agencies) submitted a policy document at the end of May, identifying nine strategic choices and the related principles for the further development of the BRP. The results of the security survey carried out in 2019/2020 and the survey into international developments in population registers will be taken into account when choices are made for the development agenda.
- In 2020, small steps will also be taken to improve the BRP. For example, the option that allows people to have their stillborn child entered in the BRP will be expanded, and the first steps will be taken towards improving the registration of non-residents. It will become possible to register the death of non-residents in the Netherlands, and preparations are being made to register contact details for non-residents at the RNI service counters (RNI = Registration of Non-Residents).
- At the end of 2020, we will be reporting to the House of Representatives on the progress of the LAA. The amendment to anchor this approach in law is planned to come into force on 1 July 2021.