

## IATA Travel Pass Q&A

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### General Questions

#### **Q. What is IATA Travel Pass?**

**IATA Travel Pass is a mobile application that helps travelers to store and manage their verified certifications for COVID-19 tests or COVID-19 vaccines.** This will be important for governments that are likely to require either verified testing or vaccination proof as a condition of international travel during and after the COVID-19 pandemic. The IATA Travel Pass will be more secure and efficient than current paper processes used to manage health requirements (the International Certificate of Vaccination or Prophylaxis, for example). This will be important given the potentially enormous scale of testing or vaccine verifications that will need to be securely managed.

#### **Q. How does IATA Travel Pass work?**

IATA Travel Pass will help people to travel with ease while meeting any government requirements for COVID-19 tests or vaccines. The IATA Travel Pass has four open and interoperable modules which together create the end-to-end solution. IATA Travel Pass incorporates;

- 1. Global registry of health requirements** – enables passengers to find accurate information on travel, testing and eventually vaccine requirements for their journey.
- 2. Global registry of testing / vaccination centers** – enables passengers to find testing centers and labs at their departure location which meet the standards for testing and vaccination requirements of their destination.
- 3. Lab App** – enables authorized labs and test centers to securely share test and vaccination certificates with passengers.
- 4. Contactless Travel App** - enables passengers to (1) create a 'digital passport', (2) receive test and vaccination certificates and verify that they are sufficient for their itinerary, and (3) share testing or vaccination certificates with airlines and authorities to facilitate travel. This app can also be used by travelers to manage travel documentation digitally and seamlessly throughout their journey, improving travel experience.

#### **Q. Why did IATA decide to develop IATA Travel Pass?**

**IATA Travel Pass modernizes an existing system.** For decades we have had a paper documentation system for providing proof of vaccination. The most well-known is the requirement of many governments for a yellow-fever vaccination depending on your travel history and travel destination. Under the International Health Regulations, this is managed by the "yellow book" or International Certificate of Vaccination and Prophylaxis.



The IATA Travel Pass moves this to a digital platform and joins it with up-to-date information on entry requirements. This makes the process more convenient for travelers and helps avoid fraudulent documentation. This modernization will be crucial as government entry requirements are expected to evolve with the epidemiological situation. An electronic process will be better able to manage the volume of data that is likely to be needed and it will help passengers to adapt to any changes more easily in government requirements. Importantly, there will be paper-based alternatives for people who do not have mobile phones, albeit less convenient ones.

IATA is already managing health requirements through its Timatic solution, so IATA Travel Pass is a natural evolution to support the industry during the pandemic.

**Q. How will IATA Travel Pass help the reopening of international travel?**

**IATA Travel Pass will help provide governments with the confidence to reopen borders without quarantine.** To reopen borders without quarantine, governments need to be confident that they are mitigating the risk of importing COVID-19. Testing or proof of vaccine is the solution. IATA Travel Pass will manage and verify the secure flow of necessary testing or vaccine information among governments, airlines, laboratories, and travelers giving governments confidence in a passenger COVID-19 status.

**Q: It appears that each traveler must have a smartphone, so how do you handle families who may not have a smartphone each, or people who just do not have a smartphone?**

**There will be paper-based alternatives for people who do not have mobile phones.** And for families, we have formed an industry working group to explore how we can make the process as seamless and efficient as possible.

**Q. Is IATA mandating that passengers have a COVID-19 vaccine to travel?**

**No. Governments decide the requirements to travel; airlines and passengers need to comply.** In normal times there are visa and vaccination requirements in many countries. Due to the COVID-19 pandemic governments have imposed additional restrictions: quarantine measures, testing requirements and eventually vaccination requirements. IATA Travel Pass is a tool for use by governments, travelers, airlines, and test centers/vaccination providers to get verified information to those who need it in a safe and secure manner.

**Questions on Timelines & Trials**

**Q: When will IATA launch IATA Travel Pass?**

Initial cross border pilots started at the end of 2020. The first full pilot was carried out March 15 on Singapore Airlines London-Singapore route.

The iOS launch is slated for the mid-April 2021 and the android launch for end April 2021.

To be ready for when governments re-open borders, we are working as fast as we can with our member airlines to bring this to market.

**Q. How many airlines are expected to take part?**

We expect the IATA Travel Pass to be popular with airlines because it is being built with deep knowledge of their operational requirements and the needs of their customers in mind.

There are other solution providers in the market. The IATA Travel pass is being built with four modules (entry requirement registry, test center registry, certification holder, and digital identity). They can be used together as a whole solution or in combination with other solutions. We want it to be as flexible as possible.

**Q: Who is IATA planning to run trials with?**

By the middle of March 2021, a total of 17 airlines had signed up to trial IATA Travel Pass. Singapore Airlines was the first airline to launch a full pilot on March 15 on the Singapore-London route, followed by Qatar Airways on March 18. For more information, please visit: <https://www.iata.org/en/pressroom/travel-pass-mediakit/>

**Questions on Privacy**

**Q: How will IATA ensure the integrity of personal data?**

**Travelers always remain in control of their data with their privacy protected.** The IATA Travel Pass does not store any data centrally. It simply links entities that need verification (airlines and governments) with the test or vaccination data when travelers permit. This last point is key. No verification will go to an airline or a government without the authorization of the traveler.

**Q: How will the various stakeholders access the testing/vaccine data they need. i.e. airlines, immigration, airports, etc.?**

Verified certificates for COVID-19 tests or vaccinations will be stored on the traveler's phone. When needed, the traveler will be prompted to release their certificates to authorities and other stakeholders. If the passenger chooses to do so the data is sent by them from their phones directly to the other entity. Travelers always remain in control of their data with their privacy protected.

**Q. Can someone access my data without my authorization?**

No, IATA Travel Pass is built on verifiable credential technology, a new standard for digital identity that puts the individual in control of their data. Verifiable credentials allow individuals to hold identity documents (including COVID-19 test results), as digital 'credentials' in a secure smartphone 'digital wallet' app, and control when and with whom these credentials are shared. Unlike traditional identity models, the verifiable credential model is completely decentralized, meaning there is no data intermediaries and sensitive data is not stored on a centralized database. Your data is always safe, private, secure, and under your control

**Q: Does the IATA Travel Pass app contain a tracking code within its software?**

No, the app does not contain a tracking code, this is completely against the principles which we stand for. The solution has been designed to support the opening of international travel by allowing travelers to share COVID-19 testing or vaccine information simply and securely.

**Q: What access do Governments have to customer data that is managed via IATA Travel Pass?**

A government or state cannot access any customer database, as there is no central database. Governments and immigration authorities will only receive information upon the passenger's consent and action to share the necessary information to fulfil the travel requirements of the destination. Nothing more.

**Q. Who is responsible for any data breaches of IATA Travel Pass.**

The risk of a personal data breach is highly unlikely as no information is centrally stored and no database could be hacked or accessed by external parties. An individual could lose their phone, but the App has been built in such a way that only the owner of the phone could be allowed to unlock the App and use the information.

**Questions on other providers**

**Q: How does IATA Travel Pass differ from other solutions?**

There are several solutions that are at various stages of readiness. We cannot speak for them. But we are building IATA Travel Pass in modules using open standards so that it can work with other solutions that are being developed. We are building the IATA Travel Pass this way because we believe that a competitive market is important.

IATA also brings unique experience to this endeavor in four key areas:

- **Managing entry requirements:** IATA has long been the trusted source for entry requirements. The Travel Pass will use the expertise of Timatic, which helped airlines to ensure that the travel documentation of 700 million travelers met government entry requirements in 2019.
- **Digital identity:** IATA has been working on digital identification technologies for some time. The Contactless Travel App already exists for this purpose. With a few modifications it is well-suited to help travelers manage digital test or vaccination certificates.
- **Accreditation:** IATA has accredited travel and cargo agents worldwide for decades as part of its trusted global financial settlement capabilities. This experience will prove valuable in accrediting labs and test centers.
- **Standard setting:** Standards are developed and adopted under the IATA Conference structure. Through its advocacy and standard activities, IATA has earned trust as a partner for governments, industry, and international institutions, which lends credibility to the IATA Travel Pass endeavor and any other competing apps that use the same trusted IATA standards.

#### **Q: Is IATA Travel Pass in direct competition with other solutions?**

We believe that there should be a competitive market for solutions to manage health credentials. We are building a product that can stand on its own. But it is being built in modules, so that other solutions can use parts of the IATA Travel Pass in their offering. Our aim is for airlines and their passengers to have choice.

#### **Questions on Costs**

##### **Q. Do passengers need to pay for IATA Travel Pass?**

No. IATA Travel Pass will be free for passengers to download and use.

##### **Q. How much will airlines have to pay to use IATA Travel Pass?**

We aim to make this solution as low cost for airlines as possible while ensuring that the solution is robust. Final pricing has yet to be determined.

##### **Q: How much has IATA Travel Pass cost to develop?**

This is still a work in progress. There are some cost-efficiencies as the IATA Travel Pass relies on some existing IATA solutions like the IATA Contactless Travel App and Timatic. We do not, however, intend to disclose the development cost.

##### **Q. Does IATA support initiatives such as the Good Health Pass Initiative?**

We welcome the effort of technology providers to develop open standards like Verifiable Credentials and Decentralized Identifiers that offer an opportunity to meet the many challenges of today's digital world.

However, we believe the optimal approach is to work with the institutions who develop these standards directly such as ICAO, which is responsible for developing global standards for aviation and WHO which is responsible for health accreditation standards, such as vaccine certificates.

#### **Questions on Lab verification**

**Q: How will IATA approve the labs which will provide the testing?**

Governments will need to decide the criteria for labs and test centers. IATA will not approve labs. Our job is to accurately register them. IATA will leverage the expertise we have in travel agency and cargo provider approval. There is a vast number of labs across the globe. We are working with partners who can help us with their expertise and reach to help us ensure that, through the IATA Travel Pass, travelers will have the most accurate and up-to-date information on accredited labs as possible.

**Q: How many labs may have to be verified?**

This is likely to be a considerable number. We are working with airlines and partners who can help us with their expertise and reach to help us ensure that, through the IATA Travel Pass, travelers will have the most accurate and up-to-date information on accredited labs as possible.

**Q: How do we verify that a test result or vaccination is not fraudulent?**

IATA does not verify the test or vaccine results. We provide the means for registered labs to send test results and vaccine details with travelers in a secure manner whereby the details can be verified to guarantee authenticity of origin and integrity of the content. The IATA Travel Pass ensures that this transaction is secure and matches the identity of the traveler with the identity of the person taking the test/vaccination.

COVID-19 test results and vaccination details are sent from the registered laboratory to the passenger's phone as a verifiable credential. As such it is not possible for the passenger to tamper with this data. There are also checks put in place to ensure the passengers identity to avoid transferring test results to a new person.

**Q.: By when are we expecting the Lab Registry to be available**

Discussions are progressing to identify key partners and to on-board them. The plan is to gradually build up the lab network by first addressing the requirements for the pilots and before building a wider base.

**Q: How will customers be able to find out which Labs are relevant for them?**

A search feature will be made available on the Contactless Travel App. In addition, airlines and other customers may have this search feature on their digital channels as well. We are investigating if this capability can be included in the IATA Travel Centre

**Questions on Digital Identity**

**Q. How does the IATA Contactless Travel App module work?**

The IATA Contactless Travel App is a module of the IATA Travel Pass. It enables passengers to (1) create a 'digital passport', (2) receive test and vaccination certificates and verify that they are sufficient for their itinerary, and (3) share testing or vaccination certificates with airlines and authorities to facilitate travel. This app can also be used by travelers to manage travel documentation digitally and seamlessly throughout their journey, improving travel experience.

**Q. How do passengers create a 'digital version of their passport' using the Contactless Travel App?**

To create a digital identity a passenger will need to follow the steps below:

1. Download the free IATA Travel Pass to their Smart phone
2. Log in
3. Take a selfie with their Smart phone
4. Complete a liveness test as instructed by the phone – i.e., move their head, close their eyes in front of the camera as instructed
5. Take a scan of the data on the two lines at the bottom of the passport photo page with their Smart phones.

6. Scan the data-chip on the passport as prompted by the phone
7. The IATA Travel Pass then verifies that:
  - i. the passport belongs to the person in front of the phone
  - ii. that the passport is genuine and has not been tampered with
8. The verified digital credential is then stored on the passenger's phone and can be used as their 'digital passport'

**Q. How are my passport details used?**

The IATA Contactless Travel App will enable passengers to create a digital version of their passport on the phone. The passenger can then choose to securely send their passport details to airlines, airports and border control. This will ensure that document and identity verification can be performed off airport, and facial recognition can be used to swiftly process them at key touch points at the airport without the need to physically exchange passports and boarding passes.

**Q. Is contactless travel possible with the Contactless Travel App?**

Yes, the Contactless Travel App will allow passengers to -

1. **Create a digital identity** by scanning their passports with their smart phones. The scan is then stored on their phone and can be used as their 'digital passport'
2. **Choose to share their digital identity** including their digital photo directly with airline, airport, and border control partners
3. **Experience contactless travel at the airport** by using facial recognition to link them to their digital passport. Their face becomes their passport and boarding passport.

**Q. Can IATA Contactless Travel App element be used for contactless travel only?**

Yes, each module of the IATA Travel Pass can be used individually or as a full end-to-end solution.

**Questions on Vaccinations**

**Q. Will those not vaccinated (for whatever reason) be banned from traveling?**

Governments, not airlines and not IATA, make the rules on entry requirements for travelers. Airlines and passengers need to comply. Governments will also decide if vaccinations will be mandatory or voluntary for their populations. If governments make vaccinations a requirement for travel, airlines will comply, and the IATA Travel Pass will help them.

**Q. Is IATA mandating that passengers have a COVID-19 vaccine to travel?**

**No, governments decide the requirements to travel; airlines and passengers need to comply.** In some cases, individual airlines, in coordination with their regulators may also develop company policies in this respect.

**Q. Why is IATA planning to force additional restrictions on passengers when at the same time you declare on your homepage that there is an extremely low risk of viral transmission inflight?**

The risk of transmission on-board is low.

Government requirements for vaccinations or tests are expected to be implemented as a border control measure (international and in some cases also across domestic borders). This is to control the spread or importation of COVID-19 by the movement of travelers.

For this, governments may require verified evidence that the person has been tested or vaccinated. IATA Travel Pass enables that verification.

**Q: There are many other types of communicable diseases, such as measles, mumps, Ebola, HIV etc. How many of the above will be included?**

Timatic is updated with health requirements for many diseases including some of the above when there is a regulatory requirement. When the Ebola crisis surfaced Timatic played a critical role in some parts of the world.

The current scope of IATA Travel Pass is limited to COVID-19 as this is only disease which governments limit access to their country apart from Yellow Fever. It could be expanded if the situation requires it.

### **Question on Fraud**

**Q: Are fake COVID-19 tests of concern to IATA?**

Fake COVID-19 test / vaccine results are of concern and an area that we are keeping an eye on. In addition to Afghanistan we are aware of counterfeit test results having cropped up in other countries around the world including Brazil, Bangladesh and France.

Paper test results come not only in different formats and languages, but they can also be easily manipulated. Check-in agents need to follow extensive entry requirement guidance and try to determine the authenticity of multiple non-standard test documents passengers present to them. This leads to health check inefficiencies, errors and fraud – an increasing problem around the world.

The existing system of paper test and vaccine certificates needs to be modernized through digitalization. IATA is developing a solution called IATA Travel Pass, a mobile app to help passengers easily and securely manage their travel in line with government requirements for COVID-19 tests or vaccines. The IATA Travel Pass moves existing paper processes to a digital platform.