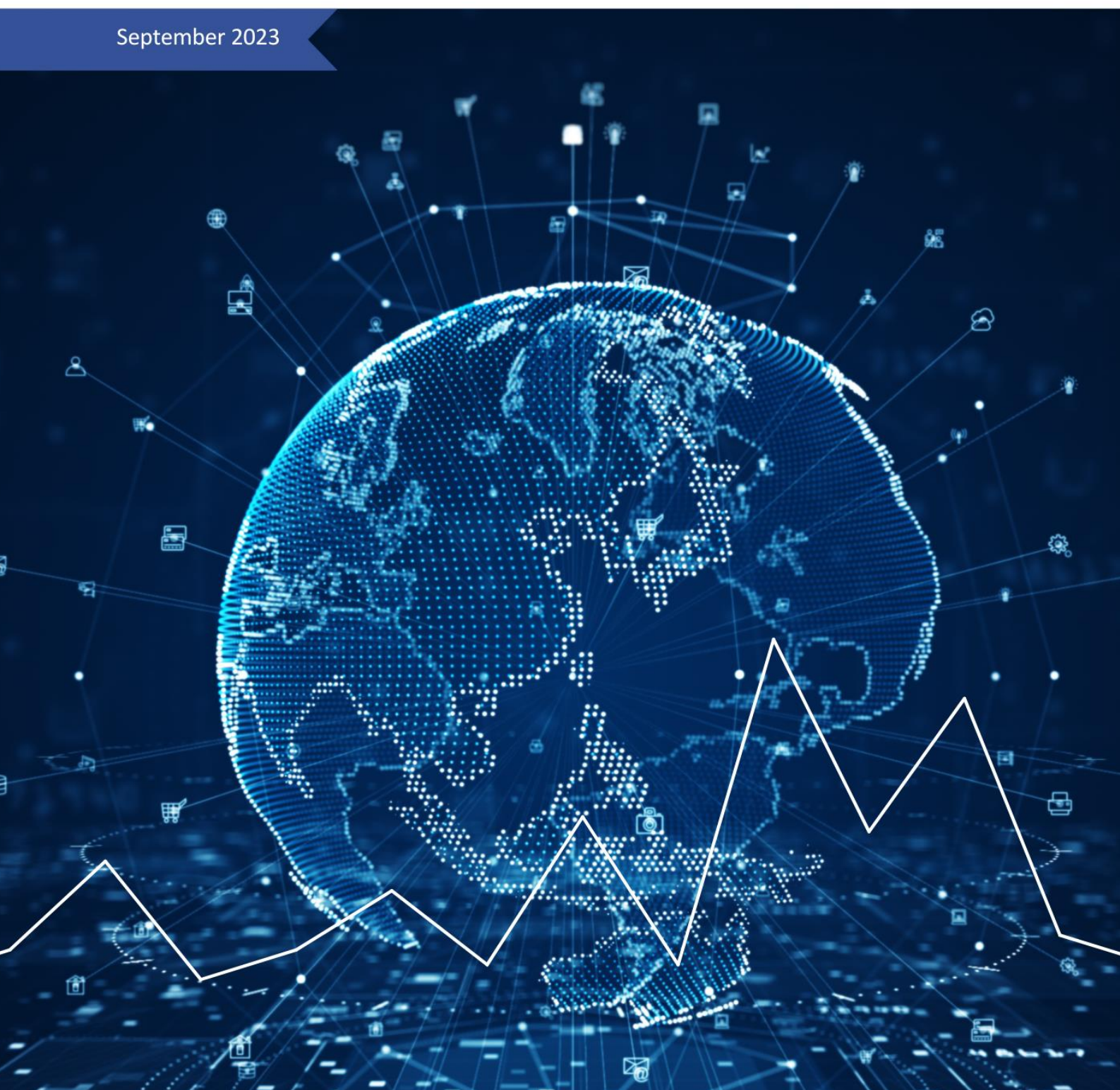


Biometrics Institute Industry Survey 2023

Summary of main findings

September 2023



INTRODUCTION

ABOUT THE BIOMETRICS INSTITUTE

[The Biometrics Institute](#) is the independent and impartial international membership organisation for biometric users and other interested parties. It was established in 2001 to promote the responsible and ethical use of biometrics and has offices in London and Sydney.

The member register which represents a global and diverse multi-stakeholder community now lists over 200 membership organisations from 34 countries. It includes banks, airlines, government agencies, biometric experts, privacy experts, suppliers, academics and 10 Observers representing United Nations agencies, IGOs and European Union institutions.

The Biometrics Institute connects the global biometrics community. It shares knowledge with its members and key stakeholders and most importantly, develops good practices and thought leadership for the responsible, ethical and effective use of biometrics.

AIMS OF THIS SURVEY

In its fourteenth year, this annual survey provides an insight into trends and developments in the biometrics industry over the last year as well as looking to the future. The results of the Industry Survey also provide insights into industry attitudes on several key issues.

CIRCULATION OF THE SURVEY

This survey was circulated by email to over 8000 individuals across the world in June 2023: members of the Biometrics Institute, other key stakeholders and industry and media contacts.

THE SAMPLE

This year, 255 industry professionals responded to the survey. Of these, just over half (53%) were members of the Biometrics Institute. There was a good response from across our global network.

Just under half (42%) of the respondents were from a supplier organisation, with the remainder predominantly biometric users such as government organisations, banks, and airlines (36%). The remainder represented academics (7%) and other organisations such as regulators and international or European organisations (15%).

Just under three quarters of respondents were male, reflecting the profile of our members, and attendees at our events, and a significant majority (94%) were aged 35 or over.

SUMMARY OF RESULTS

CONTEXT

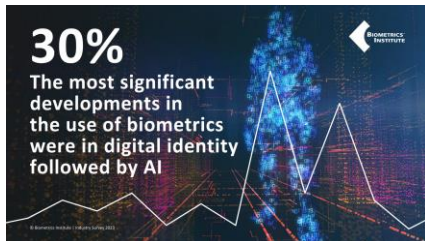
As usual we updated the questionnaire slightly to reflect industry trends. Some answer options were updated, some questions removed, and new ones added, and the attitude statements were overhauled to measure more of the current issues in the biometrics world.

In addition to this summary, detailed charts of the key findings are provided to our members.

SIGNIFICANT DEVELOPMENTS – PAST YEAR

In which area has there been the most significant development in the use of biometrics in the last 12 months?

As has been the case for the last three years, digital identity topped the list, decreasing slightly in mentions this year to 30% from 35% last year. This was followed by artificial intelligence which more than doubled (19% compared to 8% last year), border control/security (9%), digital wallets (8%) and national identity, cited by 6%. Digital identity is a topic that is dominating the discussions at our member events including the conversations amongst our border management community.



SIGNIFICANT DEVELOPMENTS – ANTICIPATED

Last year we saw digital identity dominate as the area where there is expected to be the most significant development in the use of biometrics over the next five years, but more respondents cited artificial intelligence in this year’s survey.

- Artificial intelligence (26%)
- Digital identity (22%)
- Digital wallets (9%)
- National identity (7%)
- Border control/security (6%)

Face (at a slightly lower 45% this year) remained the biometric thought most likely to see an increase in use over the next few years followed, as in the last 2 years, by multimodal. Voice and iris were the next most mentioned biometric.

45%	16%	9%	7%	6%
Face	Multimodal	Voice	Iris	Behavioural

Contactless finger/vein also featured highly when respondents were asked more generally which other biometrics might be on the increase.

MARKET RESTRAINTS

As seen over the last few years, the factor considered to be restraining the market to the greatest extent remained privacy/data protection concerns which were still cited by more than half (54%) of these industry professionals (down from 57% last year). Lack of public trust (47%), legislation and governance (43%), misinformation about biometrics (37%) and data sharing concerns (33%) all featured as important factors. This pattern was very similar to both 2021 and 2022.



ATTITUDE STATEMENTS

Respondents were presented with a series of attitude statements that have been discussed by Biometrics Institute members and asked to what extent they agreed or disagreed with each one.

Regarding policy and regulation, 57% disagreed or disagreed strongly that policy and regulation will keep pace with all aspects of developing biometric technologies during the next decade to ensure privacy and data are adequately protected.

Against a backdrop of continued industry focus on digital identity, 52% agreed or agreed strongly that the principle of a unique human identity will be disrupted in virtual and augmented realities.

Looking to the future, 54% agreed or agreed strongly that by 2030, citizens will routinely consider future data custodians when deciding whether to share biometric data with an organisation.

With artificial intelligence dominating headlines around the world, 87% agreed or agreed strongly that the public perception of emerging AI technologies will influence their view of future biometric applications.

Respondents were undecided as to whether privacy concerns have been overstated in the last couple of years as a result of one or two particular incidents and/or an organisation's practices.



There was also neither agreement nor disagreement as to whether by 2030, measurement of broader biometric attributes (for example, classification, intention, sentiment and emotion tracking etc) will be as widespread as the use of biometrics for identity management.

More than half (54%) disagreed or disagreed strongly that large scale energy consumption will constrain the boundaries of acceptable biometric data processing and storage in the future.

There was strong agreement (87%) that significant education of citizens regarding data protection and privacy, both generally and implementation specific, can help move forward the acceptance of biometrics.

This debate on these topics and more will continue at the Biometrics Institute.

You are welcome to use the information from this survey with a reference to its source, *Biometrics Institute Industry Survey 2023*. The full report, slides and graphics are available to Biometrics Institute members.

Press release



As biometrics evolve the industry demands stronger safeguards

1 September 2023

Now in its fourteenth year, the Biometrics Institute’s 2023 *Industry Survey* provides insights into trends and developments from the past year as well as a forecast of what to expect in the future.

The findings highlight the attitudes on several key issues and set the tone for discussions amongst Biometrics Institute members and key stakeholders.

Significant developments on the horizon, especially with AI.

As a key enabler in biometrics, development in digital identity is again expected to increase by 30%.

The Institute’s updated [Digital Onboarding and Biometrics](#) paper and recently released [Digital Identity and Biometric Authentication](#) paper provide good practice guidance to improve performance of biometric digital onboarding services and assist those involved with implementing biometric authentication in a secure and effective manner.

Interest in artificial intelligence (AI) has more than doubled from 8% in 2022 to 19% in 2023. In the short-term, AI is also expected to surpass digital identity as the most significant development in biometrics.

“With AI anticipated to revolutionise biometrics in the next 5 years, it’s more important than ever to understand what matters so we can put safeguards and policies in place to ensure responsible and ethical use” says Isabelle Moeller, Chief Executive of the Biometrics Institute.

Privacy and data protection continue to be the top priority, but can policy keep up?

According to respondents, privacy and data protection concerns are the biggest obstacle to the growth of the biometrics market (54%). Biometric data is unique and can be used to identify individuals, so it is important to protect it from falling into the wrong hands. However, the ongoing development of biometrics makes it difficult for policy and regulation to keep pace. As a result, 57% of experts believe that policy and regulation will struggle to keep up with all aspects of biometric development in the next decade.

The Institute's [Privacy Guidelines](#) and [Three Laws of Biometrics](#) which demand that policy and safeguards for biometrics are addressed first in any biometric implementation are fundamental in helping organisations overcome these limitations.

Acceptance of biometrics requires education

Without a good understanding about biometrics, people are likely to believe information that is not always accurate. 87% cite acceptance of biometrics requiring significant education of citizens.

The public needs to understand how their biometric data will be used. Governments and businesses can play a key role in educating them about biometrics. They can set clear standards for data protection and privacy, and they can provide resources such as the Institute's freely available [Biometrics Essentials](#) learning tool, to help people learn more about the technology so they can make informed decisions.

A [summary report](#) of the 2023 survey findings is freely available from the Biometrics Institute website. For more facts, not fluff support the Biometrics Institute's mission and promote the responsible, ethical and effective use of biometrics.

ENDS.

Notes to editors:

255 industry professionals across the world completed the online survey in June 2023.

The information in this press release is taken from the summary of the Annual Survey 2023. For further information on the survey findings, please contact manager@biometricsinstitute.org

About the Biometrics Institute:

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For more information, please email [Marco Lombardi](mailto:Marco.Lombardi@biometricsinstitute.org).