

Biometrics Institute Industry Survey 2024

Executive summary of main findings

August 2024



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 180 membership organisations from 34 countries. It includes banks, airlines, government agencies, biometric experts, privacy experts, suppliers, academics and 14 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 15th 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 7,700 individuals across the world in June 2024: members of the Biometrics Institute, other key stakeholders and industry and media contacts.

THE SAMPLE

This year, 263 industry professionals responded to the survey. Of these, just over half (51%) were members of the Biometrics Institute. There was a good response from across our global network.

Just under half (47%) of the respondents were from a supplier organisation, with the remainder predominantly biometric users such as government organisations, banks, and airlines (33%). The remainder represented academics (5%) and other organisations such as regulators and international or European organisations (15%).

Just over three quarters of respondents were male, reflecting the profile of our members, and attendees at our events, and a significant majority (92%) 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 also reviewed to reflect 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 four years, **digital identity** topped the list, but it continues to decrease slightly in mentions, this year dropping to 27% from 30% last year. This was followed by **artificial intelligence** at 20%, (in 2023 mentions surged to 19% compared to 8% in 2022), border control/security (11%) and national identity (6%). Digital wallets, law enforcement, surveillance and commercial uses were each cited by 4%.

SIGNIFICANT DEVELOPMENTS – ANTICIPATED

For the first time last year we saw artificial intelligence overtake digital identity as the area where there is expected to be the most significant development in the use of biometrics over the next five years. In this year’s survey both AI and digital identity were most commonly cited.

- Artificial intelligence (26%)
- Digital identity (25%)
- Digital wallets (8%)
- Border control/security (7%)
- National identity (6%)

Face remained the biometric thought most likely to see an increase in use over the next few years, but the greatest shift was seen in multimodal (cited by 22% in 2024 compared to 16% in 2023), indicating a growing consensus on the importance of combining multiple biometric modalities for enhanced security and accuracy. Voice and iris were the next most mentioned biometric.

46%	22%	7%	6%	6%	6%
Face	Multimodal	Behavioural	Voice	Iris	Contactless finger / vein

Voice, behavioural and 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 (58%) of these industry professionals (up from 54% last year). Spoofing and deepfake concerns emerged as another key aspect mentioned by 51% (compared to 32% in 2023). Lack of public trust (44%), legislation and governance (43%), misinformation about biometrics (36%) and data sharing concerns (33%) all featured as important factors, a pattern seen since 2021. This demonstrates the important role of promoting the responsible use of biometrics and providing guidance on privacy and risk-management.



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, 58% 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, which was similar to last year.



Against a backdrop of growing concerns around deepfakes, 81% agreed or agreed strongly that deepfake technology poses a significant threat to the future of biometric recognition.

And over half of respondents (56%) agreed or agreed strongly that supervised biometric capture is crucial to safeguard against spoofing and injection attacks.

With artificial intelligence continuing to dominate headlines, 80% agreed or agreed strongly that the public perception of emerging AI technologies will influence their view of future biometric applications. This was down slightly from 87% in 2023.

And looking to the future, 58% disagreed or disagreed strongly that as AI technology improves, the role of the human in the loop will become less important.

There was no clear agreement from respondents on whether or not organisations provide robust identity recovery mechanisms to safeguard digital identities.

For a second year running there was strong agreement (84%) that acceptance of biometrics relies on the education of citizens regarding data protection and privacy.

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 2024*. The full report, slides, graphics and video timelines are available to Biometrics Institute members.

Press release



20 August 2024

Multimodal biometrics on the rise as industry seeks enhanced security

Digital identity and AI continue to drive biometrics growth

Artificial intelligence (AI) is poised to transform the biometrics industry over the next five years, according to the latest research from the Biometrics Institute. While digital identity currently leads the field, the rapid advancement of AI is poised to become the most significant development in biometric technology. As AI's role expands, the Institute emphasises the need for responsible and ethical use, along with public education to build trust.

"Education is paramount to building public trust in biometrics," said Isabelle Moeller, Chief Executive of the Biometrics Institute. "We are committed to equipping individuals and organisations with the knowledge to understand and leverage biometrics responsibly."

"The rapid evolution of AI highlights the urgent need for responsible and ethical use of biometrics," added Moeller. "The Biometrics Institute is dedicated to providing the guidance and education necessary to navigate these challenges."

The Institute's updated [Digital Onboarding and Biometrics](#) paper and recently released [Mitigating Biometric Vulnerabilities in Digital Identity](#) executive briefing continue to provide essential guidance for industry professionals seeking to implement secure and effective biometric solutions.

Clarification of the [relationship between AI and biometrics](#) continues to occupy Institute members and an online event on the 29 August will be seeking consensus on this question.

Multimodal biometrics gains traction

While face recognition remains the dominant biometric technology, the survey highlights a key area – multimodal biometrics. The 6% growth of multimodal biometrics in 2024 underscores a growing industry acceptance of the need to use more than one biometric modality for enhanced security and accuracy as deepfakes continue to pose a significant threat to biometrics.

This year's [Congress](#) on 22-23 October in London will shine a light on face, behavioural, iris and voice biometrics and debate the challenges with deepfakes.

Privacy and data protection remain top of the agenda

Privacy and data protection concerns continue to be the most significant barrier to biometric market growth, cited by 58% of respondents. While the industry recognises the importance of safeguarding

biometric data, the rapid pace of technological development presents challenges for policymakers and regulators.

The Institute's [Privacy Guidelines](#), [Good Practice Framework](#) and [Three Laws of Biometrics](#) offer essential support for organisations to address these challenges and prioritise data protection.

Public education is essential for biometric acceptance

Building public trust in biometrics remains a key challenge. The survey found that 84% of respondents believe significant education is required to foster acceptance. To address this, the Biometrics Institute and members are working to raise awareness about the responsible, ethical and effective use of biometrics.

To support this educational mission, the Institute offers valuable resources, including a free online certificate course on [Biometrics Essentials](#). This course provides a comprehensive understanding of biometric fundamentals, emphasising ethical considerations and best practices.

The Biometrics Institute's 2024 Industry Survey provides in-depth analysis of these trends and offers valuable insights into the future of biometrics. For more information, please [visit our website](#).

ENDS.

Notes to editors:

263 industry professionals across the world completed the online survey in July 2024.

The information in this press release is taken from the summary of the Annual Survey 2024. For further information on the survey findings, please contact manager@biometricsinstitute.org

About the Biometrics Institute:

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