Biometrics Brochure

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and find solutions for them worldwide. Its primary purpose is to safeguard the rights and well-being of refugees.

Why and how does UNHCR collects biometrics?

Biometrics data is now considered an integral part of UNHCR registration data and is processed in 79 UNHCR country operations. Thanks to your biometric data, your identity as recorded by UNHCR, is protected as yours, and yours alone. This allows UNHCR to verify your identity, de-duplicate its records, and prevent fraud. Since the introduction of their use, biometrics have brought direct benefits to refugees, UNHCR and partners alike. UNHCR Jordan scans iris as a form of biometric data for all persons above the age of five, with healthy eyes.

What are the benefits of biometrics (eye print) for refugees and UNHCR?

- Identification of individuals and prevention of misrepresentation
- Improvements in the delivery of protection, assistance, and solution
- Establishing and preserving identities of persons of concern across UNHCR operations globally
- Providing undocumented refugees with their only personal identity record.

With whom is my personal and biometric data shared?

UNHCR does not share your biometric data with anyone. All data collected by UNHCR, is treated as confidential and is only shared with partner organizations with your consent. Therefore, at the time of registration, UNHCR staff seek your consent to share your basic biodata with other humanitarian actors for the purpose of assistance or other protection services.
UNHCR is obliged to share basic biodata of refugees and asylum seekers, (names, date of registration, arrival date, entry point and legal status) with the Government of Jordan for the sole purpose of their protection, including prevention from refoulement, (deportation). However, your biometric data is not shared. In no circumstance does UNHCR Jordan share your personal data, including biometric data, with the government of your country of origin.

**Is my personal and biometric data safe?**

All data that you provide during registration interview, including biometric data, is stored on UNHCR servers with multiple protection layers.

**Can I check what is happening with my personal data after I am registered?**

At any time after you are registered with UNHCR, you may also request from UNHCR to check whether your data has been, is being or will be processed, as well as information on the purpose(s) for processing/sharing your personal data and the third parties with whom their personal data has been, is being or will be shared.

**Can I object to the processing of my biometric data?**

Yes, you have the right to object to the processing of your biometric data if you have a legitimate ground related to your personal situation. Your objection will be assessed by our senior registration staff on a case-by-case basis. A refusal to biometrically enroll does not impact your status with UNHCR.

**Am I eligible for monthly Cash Assistance if I provide my biometrics (eye print) to UNHCR?**

No, you are not. The monthly cash assistance is provided to the most vulnerable asylum seekers and refugees upon household assessment. The biometrics (iris enrollment) is not part of inclusion or exclusion from the cash assistance.
Why does UNHCR use biometrics for withdrawal of cash assistance?

The use of biometrics for withdrawal of cash assistance is to ensure timely and reliable delivery of the same, i.e., to avoid the delay due to loss or theft of ATM cards and forgotten pins. The use of biometrics also ensures that only persons previously identified for the cash assistance are allowed to withdraw it.

Can I collect my cash assistance without use of biometrics (eye print)?

In case of any medical conditions that might affect the capture and use of your eye print please contact the help line to inform us about an alternate cash collector, a family member from your case file or request an ATM card upon providing valid medical records.

Does Cairo Amman Bank have my biometrics (iris scan)?

Cairo Amman Bank where eligible refugees collect cash assistance does not have your eye print. UNHCR Jordan and partners identify the eligible cases for cash assistance prior to cash collection. UNHCR Jordan provides a list of the individual cash collectors eligible to collect assistance to UNHCR MENA regional office, so that the iris biometric information can be uploaded in the EyeCloud portal.

Once the data (eye prints) is uploaded on the EyeCloud, cash assistance beneficiaries can visit any Cairo Amman Bank ATM to withdraw their assistance with a simple scan of their irises (eye print). Once your iris (eye print) is scanned, the system checks the scan against UNHCR registration data to confirm your identity and allocates the assistance for your withdrawal.