Facial Recognition Technology

How it works and why we use it

Identity verification is a vital part of the work we do at Manitoba Public Insurance. Manitobans expect their driver's licences and identification cards to be secure and reliable. One of the tools we use to enhance the security of these documents is our facial recognition system.

How does facial recognition technology work?

When you apply for any type of driver's licence or identification card issued by Manitoba Public Insurance, you are photographed. Facial recognition technology is then used to measure the specific characteristics of your face and create a mathematical equation. The system then compares the equation to others in the database. Our Identity Management team may perform further facial recognition comparisons on images that are too close for the software to distinguish.

Why do we use facial recognition technology?

Facial recognition technology helps us to prevent anyone from having two driver's licences and/or identification cards or assuming someone else's identity.
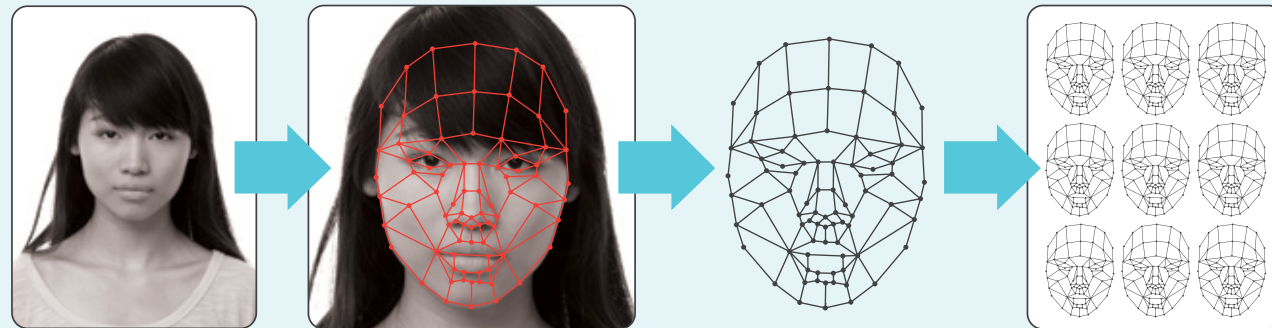
Four steps to security:

- Your photo is taken by the Autopac agent.
- Your features are measured electronically by the facial recognition system.
- This series of measurements is compared to others in the database.
- Close matches are identified for further comparison.

Will my personal information be safe?

Manitoba Public Insurance and our Autopac agents follow Manitoba's laws to protect your privacy and personal information. The Freedom of Information and Protection of Privacy Act, The Personal Health Information Act and The Drivers and Vehicles Act set out rules for how we may collect, use, share and must safeguard your personal information.

If your photograph and signature are processed by an Autopac agent, the agent will not retain, copy or store this personal information. It will be transmitted through an encrypted secure connection to Manitoba Public Insurance.

We store your photo and signature on a separate Manitoba Public Insurance database on its own secure server. Only specially-trained and security-checked Manitoba Public Insurance staff have access to this database.

To discuss a concern about the collection and handling of your personal information, or to review your own information held in our care, contact:

Manitoba Public Insurance

Privacy & Access Specialist

900-234 Donald Street
Box 6300
Winnipeg, MB R3C 4A4

Phone: 204-985-8770 ext. 7384
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Facial recognition technology measures a person's unique facial characteristics, such as position of the eyes, nose and mouth. Because certain features remain the same throughout a person's life, these characteristics can be used to help verify their identity.

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