



KNOWLEDGE DOCUMENT

## Driving licence check

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## Section overview

### 1. Registration / Register

2. App usage

3. Trip planning

4. Booking

5. Payment methods

6. Transport services

7. Other

# Driving licence check via Datachecker

We use Datachecker's services to check a driving licence. Datachecker is a specialist in online identification and verification solutions. The check is used to determine the identity of the user and his/her driving licence (and possibly id or passport) for validity and authenticity.

- The user of the app receives a so-called secureIDlink by e-mail which directs the user to Datachecker's secure environment.

- The user must activate the **link on his smartphone** and is then instructed to take a photo of the front and **back** of his driving licence. In order to take a good photo, the user receives online assistance with a frame in which the driving licence must fit. You will automatically see a message informing you whether the quality is sufficient.

- Photos are **not** stored in our system.

- Datachecker automatically deletes the photos after 48 hours.

- Datachecker collects the required data and checks the driving licence for validity and authenticity.

- We store the driving licence data in our system (see below).

- Datachecker automatically deletes driving licence data from their system after 48 hours.

- **Please note:** your social security (BSN) number is not stored but it may not be shielded

- Only if a user has a non-Dutch nationality can he or she be asked to take photos of an ID or passport as an additional option for verifying his or her identity.

- We do not store ID or passport data and Datachecker automatically deletes photos and data after 48 hours.

- When a private individual registers, he or she is asked to take a selfie for additional verification.

- The selfie is compared to the image on the driving licence and, if applicable, with the image on the ID or passport.

- Selfies are automatically deleted after 48 hours.

**We store the following driving licence data in our system:**

1. Name
2. Number
3. Date of issue
4. Date valid until
5. Issued by
6. Category (AM/B/BE)
7. Date of birth

**Example format secureIDlink (for performing a driving licence check on a smartphone)**

<https://securelink.datachecker.nl/check/id?token=1234567890>

**Reasons for rejecting a driving licence**

A driving licence can be rejected for a large number of reasons. The app will only show whether the check was successful or unsuccessful. Reasons for rejection can be:

- No photo received from the front and back of the licence (e.g. the customer has photographed the front twice)
- Photos of wrong document taken
- Quality insufficient (usually overexposed)
- Part of the photo is unreadable (e.g. accidentally a finger was held in front of the lens)
- Expired / not valid
- Status lost/stolen/forged etc.