



POLITIET

Terms of Use

**Status service for passports and
national ID cards**

Version 1.1

Terms of Use
Status service of/for passports and national ID cards

<i>Date: 02.07.2021</i>	<i>Version: 1.1</i>	<i>Approved</i>	<i>HTS002/UNO002</i>	<i>Page 2 of 5</i>
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1 Definition and purpose

Status service is a service that lets users check, by entering the document number, whether Norwegian passports or national ID cards have been registered as lost or stolen. The data is retrieved from the Norwegian Passport register and ID Card register.

Status service is intended as a complementary service to strengthen document control of Norwegian passports and national ID cards. Decisions based solely on results from this service may be faulty for multiple reasons: for instance, a passport or national ID card may in fact be lost or stolen without being registered as such with the police, it may be forged or its user may not be the rightful holder.

2 Scope

These Terms of Use apply to the Status service.

3 Access

The service is openly available and can be used by the public, both in Norway and in other countries.

The police need to measure the service's effect on crime prevention, and to understand and promote its use. Users are therefore asked to state their user category (public sector, private sector or private person).

The legal basis for disclosing data from the Passport register and ID Card register is the Passports Act section 10 and the National ID Cards Act section 11.

4 Consumer duties and responsibilities

The consumer has a duty to comply with the Terms of Use and accept these when using the Status service. The consumer shall only use the Status service for the purpose following from the Terms of Use.

The consumer shall not use the Status service in a way that appears misleading, nor distort it or misrepresent it.

The consumer has a duty to use the service properly and with care. Unnecessarily frequent use or other inappropriate use constitutes in breach of the Terms of Use.

The consumer must cover expenses related to preparing and adapting their own systems, including operations and further development of these.

The consumer is liable for the interpretation of the results from the Status service, how the results are used and to what extent the results affect decisions.

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5 User survey

The police need to measure the service's effect on crime prevention, and to understand and promote its use. For those purposes the consumer may, when using the service, be asked to participate in a user survey.

6 Errors and notification

If a consumer finds that the Status service is unavailable or contains errors, the consumer must notify the police (see politiet.no). Before reporting errors to the police, the consumer shall, to the extent possible, ensure the error is not caused by the consumer's own systems. Thus, the consumer has a duty to handle the error within their own incident handling process.

If errors or deficiencies are identified, the Status service may be unavailable for a short period of time.

7 Further distribution

The consumer may distribute the Status service to third parties. The consumer must make the third party aware of the Terms of Use. The consumer must reference the police as the source.

As service owner, the police shall not be used to support, recommend or market a consumer, products or services utilizing the Status service.

8 Breach of the Terms of Use

In the event of breach of the Terms of Use, the police may block the consumer's access to the Status service for a period of time. In such cases, the consumer has a duty to remedy, at the consumer's own cost, any inconvenience to their customers caused by the blocked access.

In the event of serious or repeated breaches of the Terms of Use, the consumer may permanently lose the right to use the Status service.

9 The police's responsibilities

The police are not liable for any direct or indirect financial loss which may result from using the Status service. The same applies to any financial loss caused by unavailability of the Status service.

10 Service level (availability)

The Status service is managed and made available by the police. The police shall strive to ensure high availability for the Status service.

The Status service is continuously updated with data from the Passport register and the ID Card register, and the technical solution is upgraded as needed.

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11 Amendments to the Terms of Use

If the Terms of Use need amending, an updated version of the Terms of Use will be published. The Terms of Use will contain both version number and the date of the last change.

12 Updates to the Status service's API¹

The police may launch a new version of the Status service's API, and older versions of the API may be withdrawn. The consumer is responsible for integration with the new API version.

13 Data protection

The Passport Act section 10 and the ID Cards Act section 11 permit disclosure of information from the Passport register and the ID Card register on the form match/no-match using direct search in connection with control of passport or national ID card.

To enable consumers to make such direct searches, the Status service processes a minimum of personal data, as follows:

Document numbers are retrieved from the Passport register and the ID Card register and processed throughout the period of validity of the document, or for as long as it is registered as lost or stolen.

- **Receipt numbers** are generated by the service, but not stored by the police. Receipt numbers are made up of encrypted information, including the document number from the query. Receipt numbers are delivered to users alongside the result of the query and may later be used for verification of the result provided.
- **Log data** (including IP addresses and document numbers) is collected for learning, troubleshooting and information security purposes, and stored for a limited period of time (please see the paragraph on logging and tracing).

Status service is delivered using the Microsoft Azure platform, and the police are the controller of all personal data processed by the service.

14 Logging and tracing

The police retain logs containing personal data for six months. The police are the data controller of the logs.

Data in logs from the Status service shall not be used for purposes other than:

1. based on aggregated data, mapping the use and dissemination of the service to understand whether the service has a preventative effect on crime,
2. managing the service, including troubleshooting and incident management.

Access to logs is restricted to those whom need them to perform their duties, including the service's operations team and the police's technical system monitoring team.

¹ Application Programming Interface