Cabinet Office

Easy Read

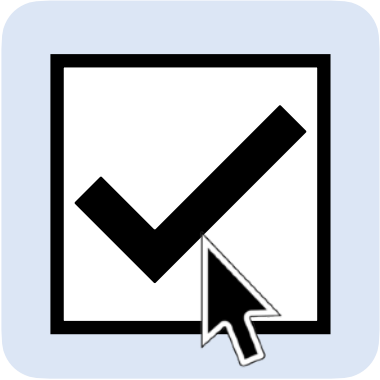
# Digital ID

## What do you think?

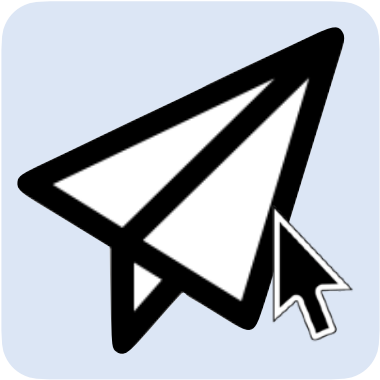
**This is an Easy Read version of the Consultation on the national digital ID scheme for the UK**

# How to use this survey on a computer

You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.

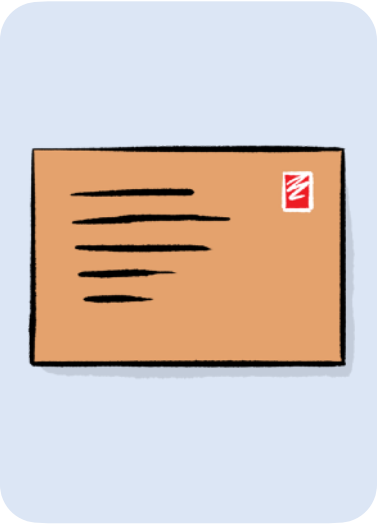


When you have finished the survey, save it to your computer and email a copy to:

consultation@digitalid.cabinetoffice.gov.uk

Or you can print it off and post it to us. Our address is on the next page.

Our address is:



c/o Digital ID

Cabinet Office

70 Whitehall

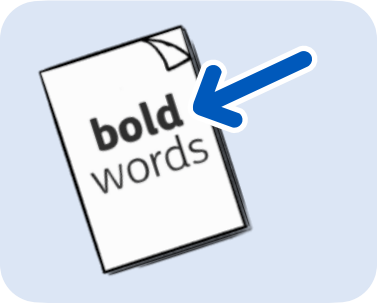
London

SW1A 2AS

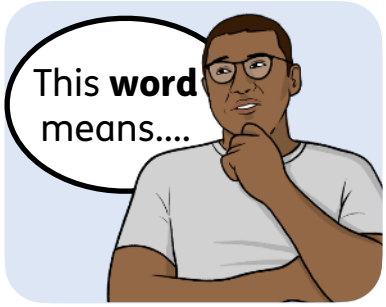
# Easy Read

This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.

This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.




Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.




Sometimes if a bold word is hard to understand, we will explain what it means.

Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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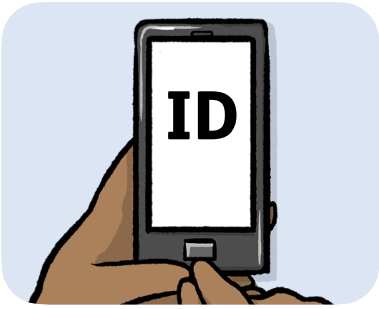
# About this booklet

We are the government.

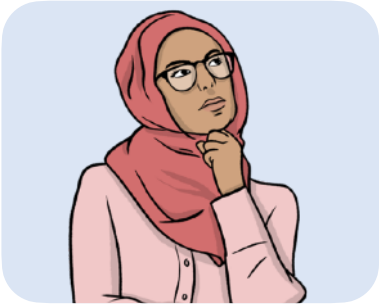



We have a plan to give everyone in the UK a new type of **identity document**.

An **identity document** tells people who you are.

The new document will be **digital**. It will be called **digital ID**.

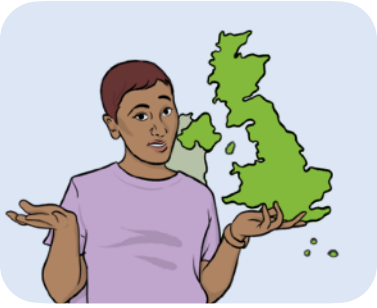
**Digital** means it will be on your phone, not on paper.



We want to know what you think of our plan.

Please answer the questions to tell us what you think.

# Why we need a digital ID

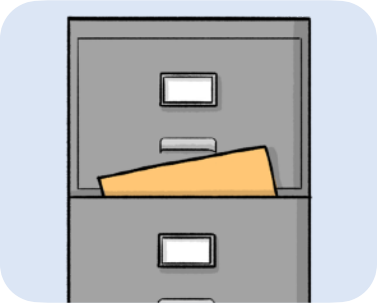


In the UK, it is not always easy to prove who you are.

Many people have to use things like passports, driving licences and bills to prove who they are.

This makes it expensive and difficult to check that people are who they say they are.

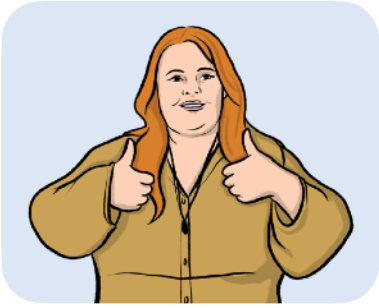
People need to bring a lot of information if they want to prove who they are.



And companies often keep this information for a long time.

1 in 10 people in England, Scotland and Wales do not have a good way of proving who they are.

It costs money to get a passport or a driving licence, so not everyone can afford one.



Identity documents could be easier and cheaper for people.

And they could make it easier for us to make **public services** better.

**Public services** are services that the government runs, like schools and Job Centres.

Our idea is for a digital ID.

It will make it easy to check who people are.

It will be free to get, so everyone will be able to afford one.

Companies and other organisations will be able to trust it.

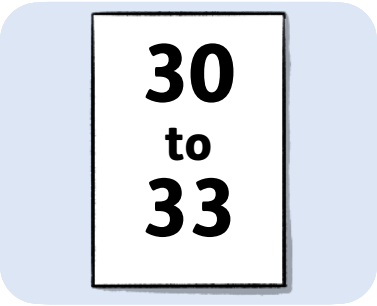
But we want to make sure that we make it in the right way.

So we want to know what you think.

# Questions about our plan

This part of the booklet is all about our plan.

We want to know what you think of our whole plan.



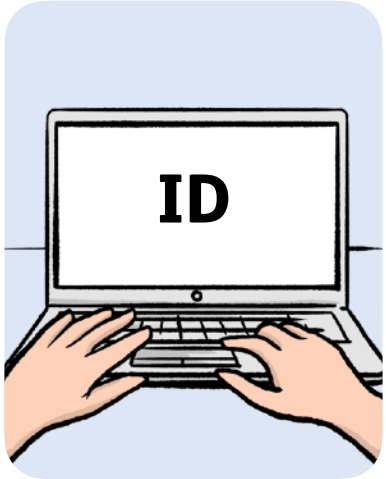

The questions about this start on page 30 and end on page 33.

But there are a lot of smaller parts of our plan too.

You can choose which parts you talk about.

**Question 1:** What are you interested in talking about?

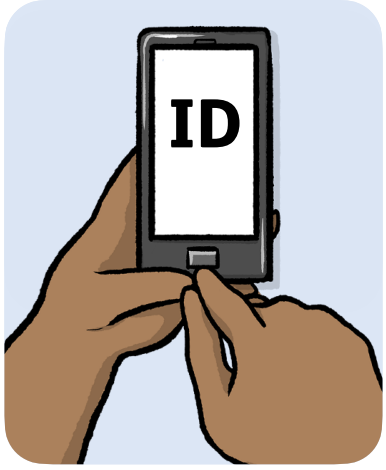
There are choices over the next 4 pages. You can tick as many boxes as you want.




☐ I want to talk about **how the digital ID is made**, and what it will include

If you have chosen this, please answer the questions that start on page 20 and end on page 22.

Please also answer the questions that start on page 31 and end on page 36.




☐ I want to talk about **what the digital ID will be used for**

If you have chosen this, please answer the questions that start on page 23 and end on page 30.

Please also answer the questions that start on page 37 and end on page 51.

☐ I want to talk about **who will have the digital ID**

If you have chosen this, please answer the questions that start on page 52 and end on page 55.

☐ I want to talk about **making sure everyone can use the digital ID**

If you have chosen this, please answer the questions that start on page 56 and end on page 63.

Please also answer the questions that start on page 66 and end on page 67.

☐ I want to talk about **making sure the digital ID is easy to use**

If you have chosen this, please answer the questions that start on page 64 and end on page 65.

☐ I want to talk about **keeping information private**

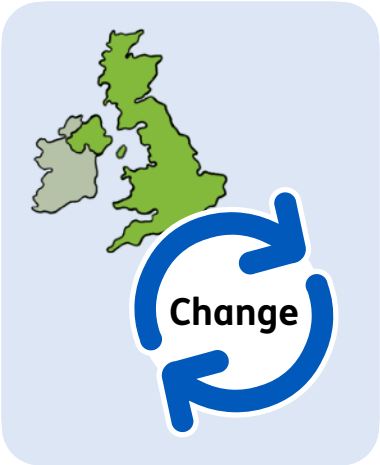
If you have chosen this, please answer the questions that start on page 68 and end on page 71.

☐ I want to talk about **stopping people from lying about who they are**

If you have chosen this, please answer the questions that start on page 72 and end on page 76.

☐ I want to talk about **how the government will manage the digital ID**

If you have chosen this, please answer the questions that start on page 77 and end on page 79.




☐ I want to talk about **how the digital ID could change the UK**

If you have chosen this, please answer the questions that start on page 80 and end on page 86.

☐ I want to talk about every part of the plan

If you have chosen this, please answer all of the questions.

# What we want to achieve

We want to make a new digital ID.

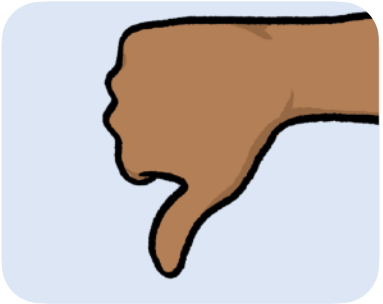
This will be a useful, fair and trusted way for people to prove who they are.

It will help to stop people from working here when they are not allowed to.

It will be harder to make a fake digital ID.

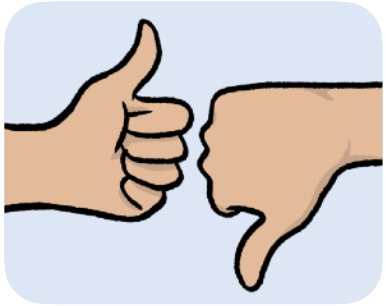
We want to start using the digital ID in 2028 or 2029.

**Question 2:** What do you think will be good about the new digital ID?



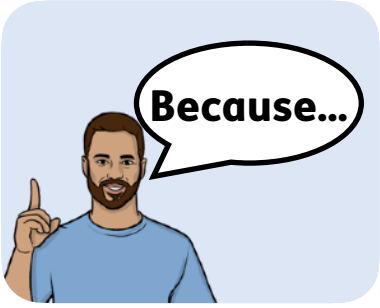
**Question 3:** What do you think could be bad about the new digital ID?

We want to make it easier for people to prove who they are.



**Question 4:** How much do you agree that the digital ID will do this?

| Agree a lot | Agree | Neither agree nor disagree | Disagree | Disagree a lot | I do not know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |




Please tell us why you think this:

We want to use the new digital ID to make public services better.

**Question 5:** Which public services could be better if we used the digital ID?

# Making the new digital ID

The new digital ID will be a part of our government computer systems.

The digital ID will make these systems work better.

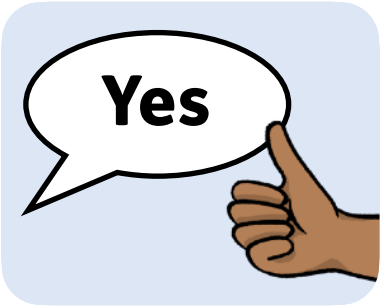
We want to pass laws to make sure that we can keep the digital ID computer systems working.

People will have digital IDs on their phones.

It will be like when people have their bank cards on their phones.

**Question 6:** Are there any rules about making technology for people's phones that we should follow?

- ◯ Yes
- ◯ No
- ◯ I do not know

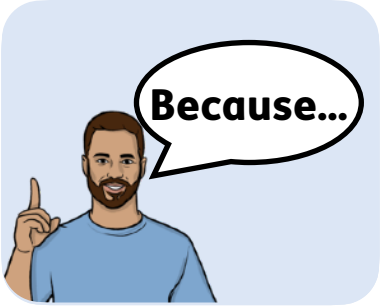



If you said **Yes**, please tell us what we should look at:

We want to make sure that the digital ID is fair across all parts of the UK.

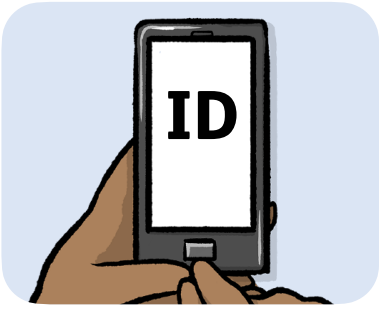
**Question 7:** Do you think that the digital ID could be unfair to people in Northern Ireland, Scotland, Wales or England?

- ◯ Yes, Northern Ireland
- ◯ Yes, Scotland
- ◯ Yes, Wales
- ◯ Yes, England
- ◯ It will not be unfair to anyone
- ◯ I do not know

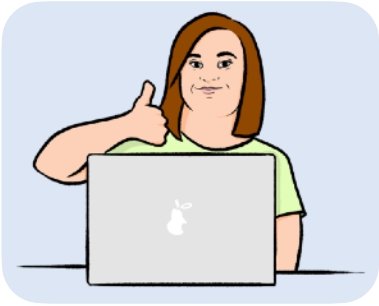



If you said **Yes**, please tell us why you said this:

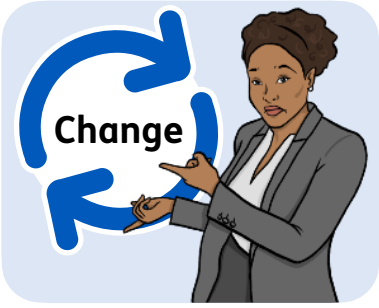
# Managing the digital ID




The digital ID will be kept on your phone.



You will be able to apply for a digital ID.




But we could change it or take it away if we needed to.

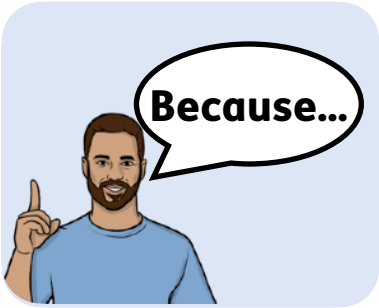
We are thinking about ways for organisations to check people's digital ID.

We might make a 'checking' service that does this.

Some people might want to delete their digital ID.

**Question 8:** Is there anything we should think about to make sure we are fair to people who want to delete their digital ID?

- ◯ Yes
- ◯ No
- ◯ I do not know



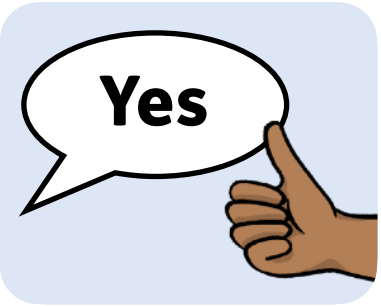

Please tell us why you think this:

We might need to take away someone's digital ID, like if the ID is being used for crime.

But we do not want to be unfair to anyone.

**Question 9:** Is there anything we should think about to make sure we are fair?

- ◯ Yes
- ◯ No
- ◯ I do not know



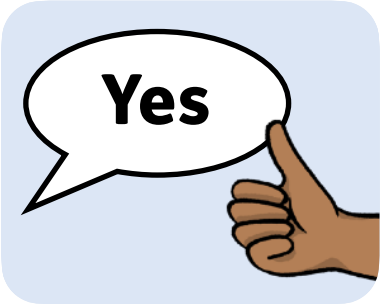

If you said **Yes**, please tell us what we should think about:

People will be able to keep their digital ID in an app called the **GOV.UK Wallet**.

This is a government app that you can get on your phone. You can use it for government services.

**Question 10:** Do you think that people should be able to keep their digital ID in other apps as well?

- ◯ Yes
- ◯ No
- ◯ I do not know

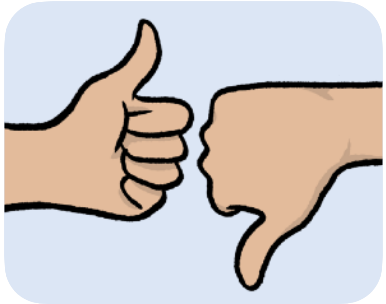



If you said **Yes**, please tell us more:

It is important that organisations can check if someone's digital ID is real.

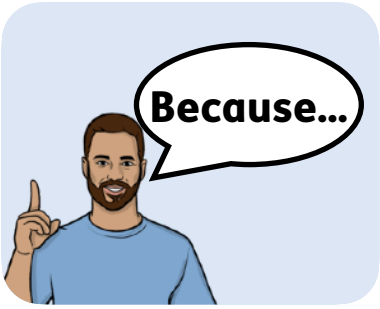
There are some companies that check if identity documents, like passports, are real or not.

But we are thinking of making our own checking service that people could use for certain things.



**Question 11:** How much do you agree with our idea to make our own checking service?

| Agree a lot | Agree | Neither agree nor disagree | Disagree | Disagree a lot | I do not know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |

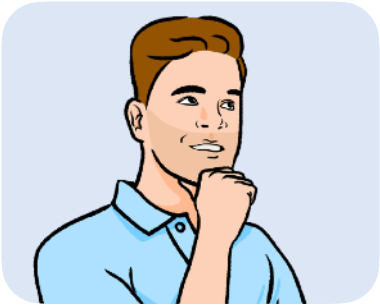



Please tell us why you think this:

We do not think that our checking service should be able to do everything.

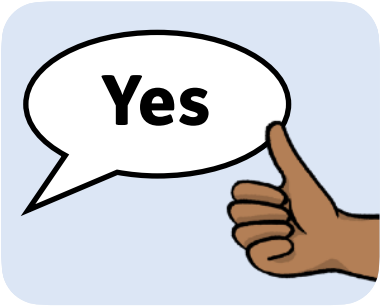
For example, it could only be able to check government digital ID and other documents.

This is because other companies can already check things well, and we do not want to affect those companies.



**Question 12:** Do you have any other ideas for what our checking service should **not** be able to do?

- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us your idea:

# What the digital ID will include

The digital ID will only have the information that we need.

It will include:

- Your name.

- Your date of birth.

- What country you are from.

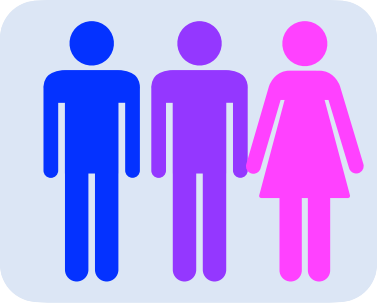
- A picture of your face.

We are thinking about whether the digital ID should also include:

- A way to make sure that we always call you by the right name.

- A way to check that your information is right.

- A way to show that you can speak up for another person.



We are **not** planning to include information about your sex or gender.

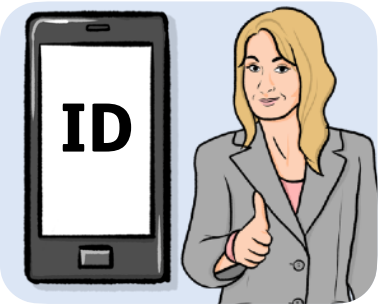
**Question 13:** Is there any other information we should include?

We are thinking about including people's addresses on their digital ID.

But we know that people change where they live. So we need to think about how to make sure that their address is right.

Please answer this question if you are answering for an organisation that needs to know people's addresses.

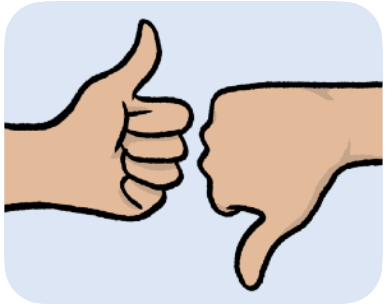
**Question 14:** How could we help you trust that the address on the digital ID is right?




Organisations need to trust that the information on a digital ID is right.

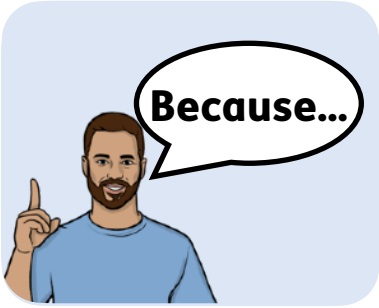
We could say that people must tell us if they change their personal information, like their name.

This will help us to check that the information on their digital ID is right.



**Question 15:** How much do you agree that people should have to tell us if they change this personal information?

| Agree a lot | Agree | Neither agree nor disagree | Disagree | Disagree a lot | I do not know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |

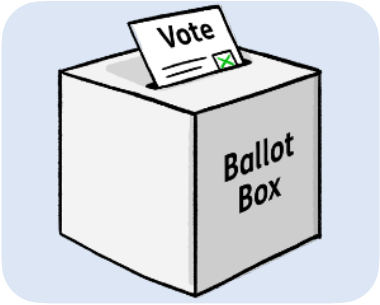



Please tell us why you said this:

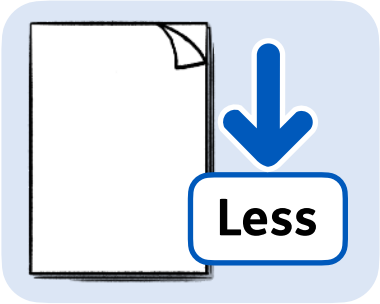
# Making public services better

The new digital ID will make public services easier to use.

Remember, **public services** are the services that the government provides, like schools and Job Centres.

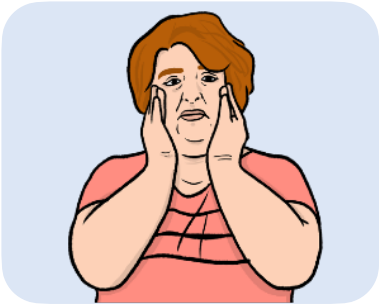



It will be easier for people to prove that they can vote, or get support with childcare.



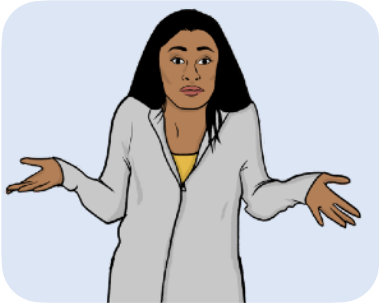

And you will not have to carry around pieces of paper as much when you use public services.

But you will not have to use digital ID to use public services.



We know some people have trouble getting or asking for public services.

Some things that can make it hard to get public services are:



- Not knowing what services you can use.

- Worrying about whether services are private.

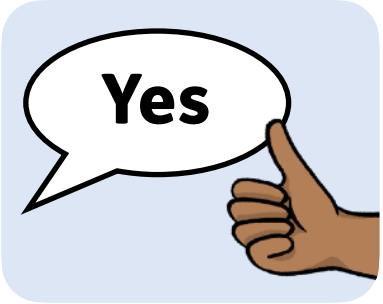
- Not having time.

- Not having the right documents.

**Question 16:** Is there anything that stops you from getting help from public services?

Do you think digital ID could help with this?

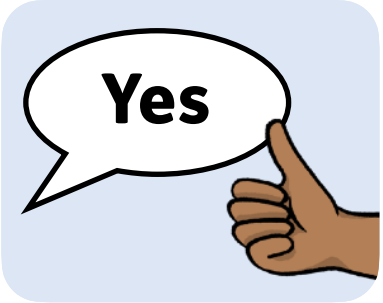
- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us why you said this:

**Question 17:** Have you ever had trouble finding out which public services could help you?

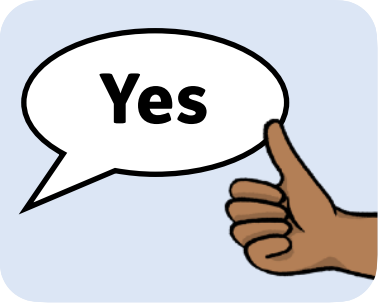
- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us why you said this:

**Question 18:** Have you ever been stopped from using a public service because you could not prove who you were?

- ◯ Yes
- ◯ No
- ◯ I do not know

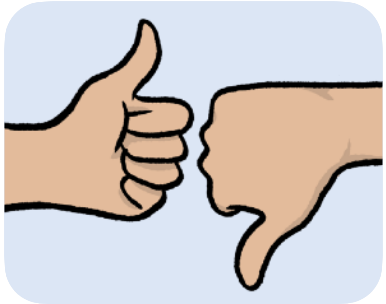



If you said **Yes**, please tell us why you said this:

We want to use digital ID to make public services better for the people who use them.

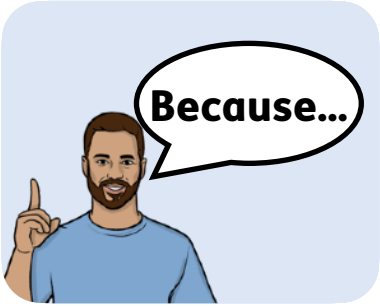
One way to make public services better is for them to share information about people with each other.

This means that you would not have to explain your problems to different services over and over.



**Question 19:** How much do you support this idea to allow services to share information using the digital ID?

| Support a lot | Support | Neither support nor disagree | Disagree | Disagree a lot | I do not know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |




Please tell us why you said this:

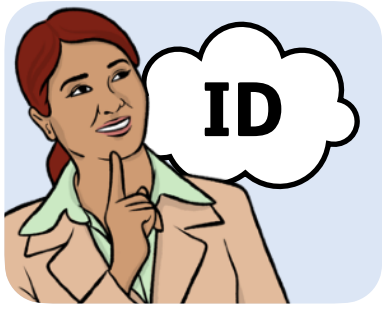
When public services share information with each other about people, it is important to be fair.

**Question 20:** What problems could there be with public services sharing information about people?

**Question 21:** What should we think about when we make technology for public services to share information about people?

# Using the digital ID in other ways

The digital ID will be very useful for public services.

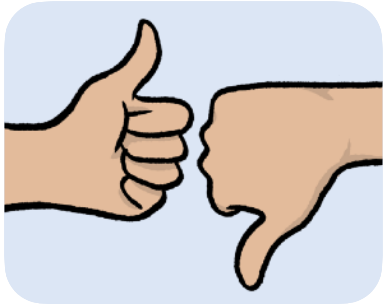



But it could be useful in other ways as well.

Shops and other companies could ask people for their digital ID, too.

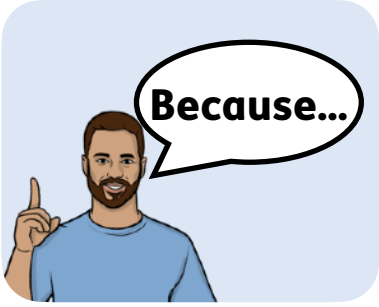
People have to prove things about themselves in their daily lives.

We want to find out how people could do this with a digital ID.



**Question 22:** Do you think it would be a good or bad thing for companies to be able to check digital IDs too?

| Agree a lot | Agree | Neither agree nor disagree | Disagree | Disagree a lot | I do not know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |




Please tell us why you said this:

# Illegal working

There are rules that say who is allowed to work in the UK.

But some people break these rules and work here when they are not allowed to.

This is called **illegal working**.

Companies would be able to check your digital ID before they give you a job.

This would help to stop illegal working.

We want to make sure that companies can check people's digital ID.

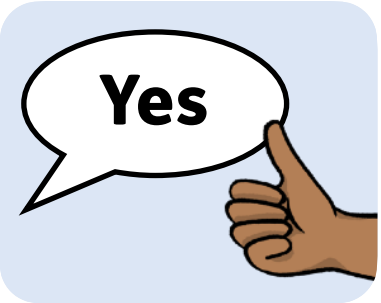
**Question 23:** Would your organisation have any extra problems checking if people are allowed to work using digital ID?

- ◯ Yes
- ◯ No

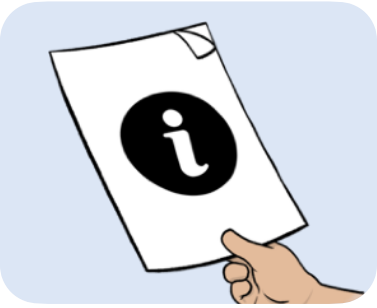
If you said **Yes**, please tell us more:

**Question 24:** Would your company need any extra support to use digital ID to check that people are allowed to work in the UK?

- ◯ Yes
- ◯ No




If you said **Yes**, please tell us more:

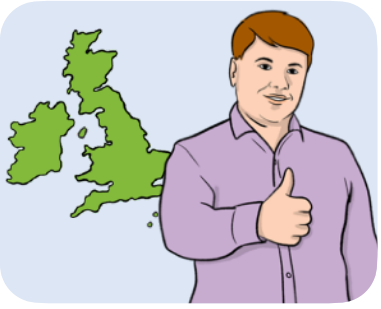


**Question 25:** What information would you want from us after the check?

- [ ] The date that we did the check
- [ ] How long the person is allowed to work in the UK
- [ ] If there are any rules about how the person should work
- [ ] Any other information – please write it in the box below:

# Who will be able to have a digital ID

People will be able to get a digital ID if:

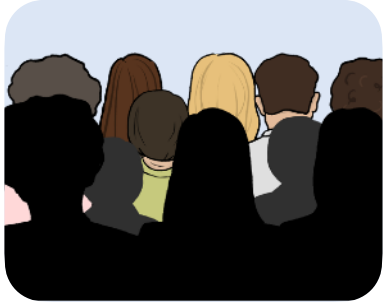


- They are British or Irish, or they are allowed to live and work in the UK.

- They are older than a certain age.

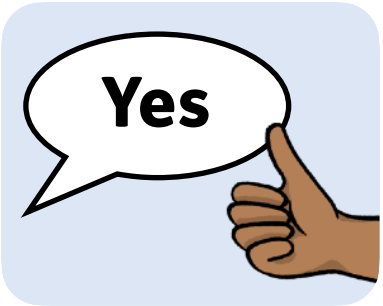
We are thinking that the age should be 16.

But it could be different.



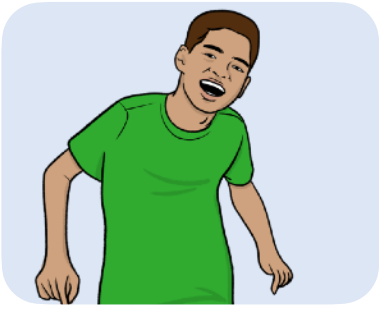
**Question 26:** Are there any other groups that should be able to get a digital ID, too?

- ◯ Yes
- ◯ No
- ◯ I do not know




If you said Yes, please tell us which groups we should include, and why:

We think that people should be able to get a digital ID when they are over 16.



But we could change this to include people who are over 13.

This would mean that teenagers could prove how old they are online.

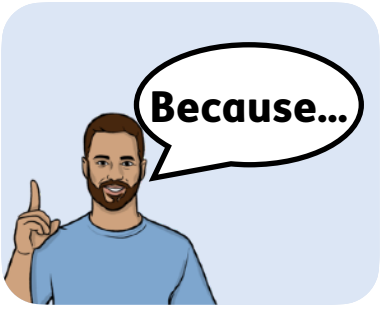
Or people could get the digital ID as soon as they are born.

This could help them with getting services through their whole lives.

But it could also cause problems with keeping children's information private.

**Question 27:** What do you think would be the best age for people to get the digital ID?

- ◯ 16 years old
- ◯ 13 years old
- ◯ When they are born
- ◯ Another age
- ◯ I do not know

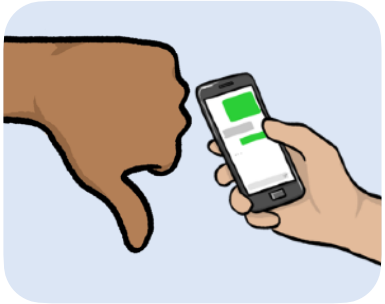



Please tell us why you said this:

# Making sure everyone can use a digital ID

We know that some people might find it hard to use the digital ID.

It might be hard for them to prove who they are.



Or they might not be able to use smartphones.

We want to know which groups of people might need extra help to get and use a digital ID.

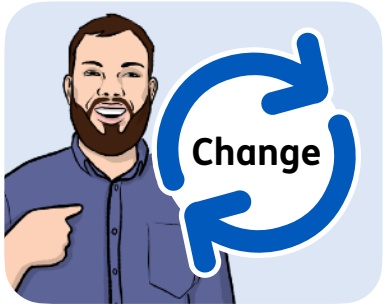
We also want to know the best ways to help these people.

We think that the groups who could need extra support include:

- People who do not have ID, like a passport or driving licence.

- People who cannot afford a smartphone, or who cannot use the internet.

- People who find it hard to use smartphones, or do not want to use them.



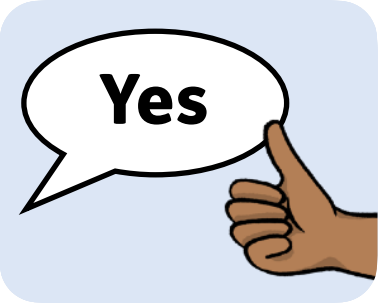

- People who have changed information about themselves, like their names.

- People who are allowed to live in the UK, but find it hard to prove this.

- People who are worried about sharing information about themselves.

**Question 28:** Is there anything that you think could stop someone from using the digital ID, that we have not talked about?

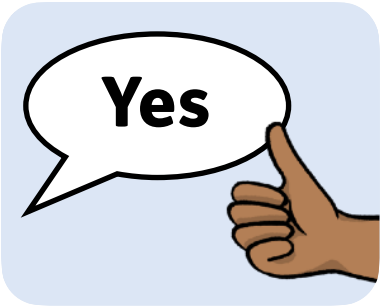
- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us what we should think about, and why:

**Question 29:** Is there any support that you think would help you or other people to use the digital ID?

- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us what we should do, and why:

**Question 30:** Are there any groups that you think would find it hard to use the digital ID, that we have not talked about?

- ◯ Yes
- ◯ No
- ◯ I do not know

If you said **Yes**, please tell us which groups, and why they might find it hard.

# Supporting people to use the digital ID

We will support people who need help to use the digital ID.

This includes people who do not have other identity documents, or find it hard to use phones and the internet.

We are thinking about different ways to help these people.

We want to know what you think is the best way to do this.

**Question 31:** What should we do to support people who do not have a smartphone, so they can use the digital ID?

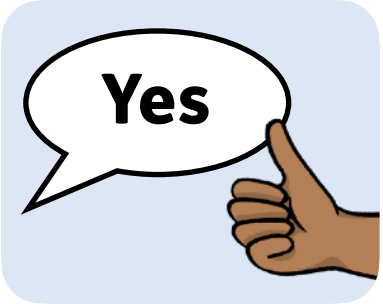
- [ ] Special help in their local area
- [ ] Support from people they trust
- [ ] Training programmes to help them learn how to use it
- [ ] Something else

If you chose **Something else**, please write what you think in the box below:

We are thinking of working with local organisations to support people who find it hard to use phones and the internet.

**Question 32:** Is there anything else we should do to help people use the digital ID?

- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us what you think we should do:

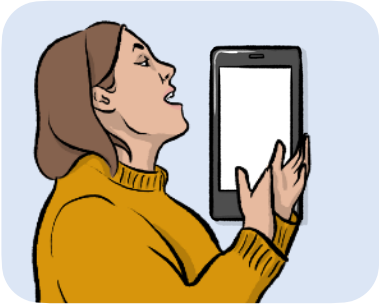
# Accessibility

**Accessibility** means making something easy for people to use.

There are rules about accessibility.

They make sure that everyone can use websites and other online services.

The digital ID will follow these rules.



It will work with tools like screen readers, and you will be able to use it with your voice or a keyboard.

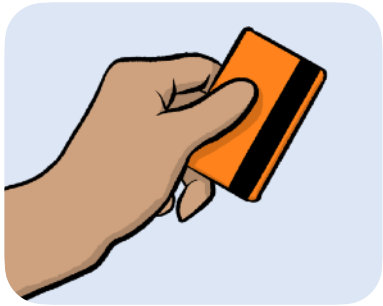
We want to work with people and organisations to make the accessibility of the digitial ID better.

**Question 33:** Can you tell us about any organisations that we should work with?

# Other ways to use digital ID

We are looking at safe and easy ways for everyone to use the digital ID.

So we will think about giving people different ways of getting a digital ID.



Some other countries give people their digital ID on a special card.

Machines can read this card to check that people are who they say they are.

We will look at different ideas to work out what will work best in the UK.

We are thinking about different ways of giving people their digital ID.

**Question 34:** What do you think are the most important things we should think about when we do this?

**Question 35:** If you do not have a smartphone or computer, what would be a good other way of getting a digital ID?

# Keeping information private

The UK has strict rules about keeping people's information safe.

We will follow these rules.

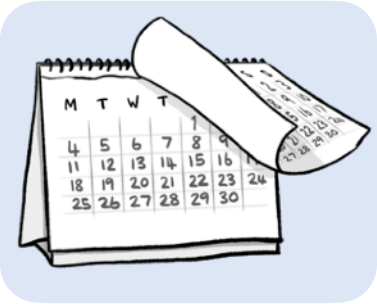
The digital ID will use as little of your information as possible.

You will control where you use your digital ID.

We will follow these rules when we use your information:

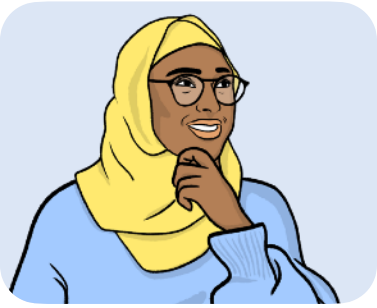
- We will follow the law, and we will be clear about what we are doing.

- We will only use your information if we have a good reason.



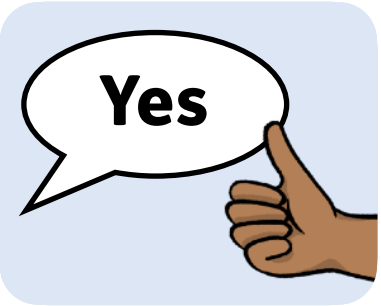
- We will only keep your information for as long as we need it.

We will follow extra rules when we use information about children.



**Question 36:** Is there anything else we should do to keep your information safe?

- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us what we should do:

**Question 37:** What should we do to make sure that we are clear and open about how we are using people's information?

# Keeping the digital ID system safe

It is important that people's information is safe and private.

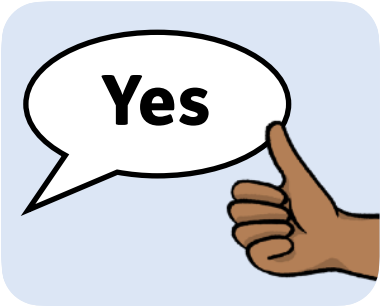
So the system for digital ID must be very safe.

We will work with experts on keeping computer systems safe.

We will keep working to make the system safer and safer.

**Question 38:** Are there any extra things we should do to keep these computer systems safe?

- ◯ Yes
- ◯ No
- ◯ I do not know

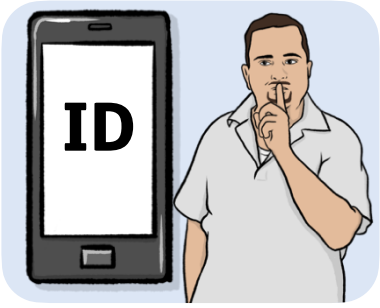



If you said **Yes,** what do you think we should do?

# Fraud

**Fraud** is when someone pretends to be someone or something that they are not.

Fraud is against the law. But it is a big problem in the UK.




Criminals might try to pretend to be someone else using the digital ID.

So we need to make sure the digital ID is as safe from fraud as possible.

We want to make sure that people can use the digital ID.

We may offer people different types of digital ID to make it easier to use.

If we do this, we will need to make sure that people do not commit crimes using these different types of digital ID.

**Question 39:** What should we think about when we give people safe ways to ask for different types of digital ID?

**Question 40:** What do you think we should do to stop fraud when we do this?

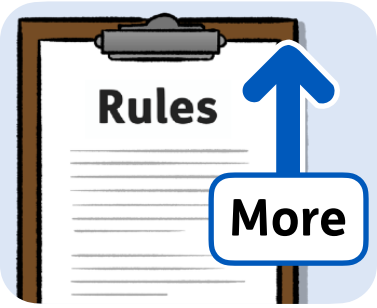
# How we will manage the digital ID

It is important that we manage the digital ID project well.

People who are inside the government will check our work.

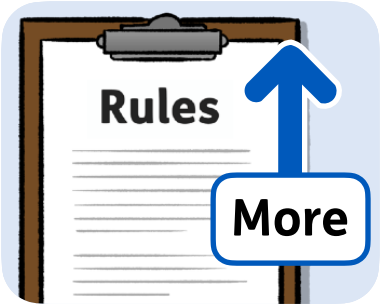
People who are outside of government will also check our work.

It should be quick and easy to fix problems.




**Question 41:** Are there any extra rules that we should use for the digital ID?

**Question 42:** What should we do to make sure that people can fix problems with their digital ID?




**Question 43:** Are there any extra rules we should use to help people trust the digital ID?

# How digital ID could change the country

We want to make sure that the money we spend on the digital ID is worth it.

We think that it will save us money in the future.

This is because it will be much easier to check people are who they say they are.

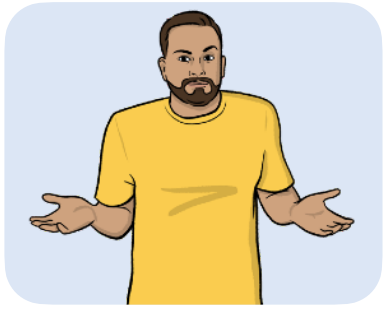
The digital ID could also help companies and other organisations.

This is because they will be able to easily check who people are.

The digital ID should not cost people any money to get.

It should help to save people time.

But people will need a smartphone and the internet to use it.



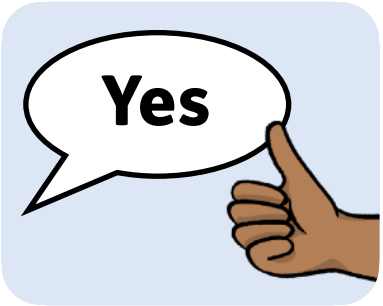
Some people do not have a smartphone or the internet.

And some people may need to spend some time learning how to use the new digital ID.

This could cost some money.

**Question 44:** Will the digital ID be good for companies and other organisations in other ways?

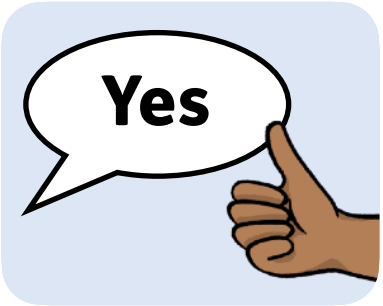
- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes** or **No**, please tell us how else the new digital ID could help companies and other organisations:

**Question 45:** Do you think that the digital ID could cost companies money in ways that we have not thought of?

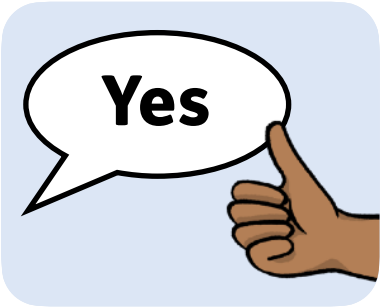
- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, please tell us how:

**Question 46:** Do you think that the digital ID could help people in ways we have not thought of?

- ◯ Yes
- ◯ No
- ◯ I do not know

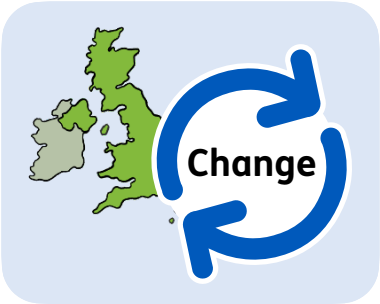



If you said **Yes**, please tell us how:

**Question 47:** Do you think that the digital ID could cost people money in ways that we have not thought of?

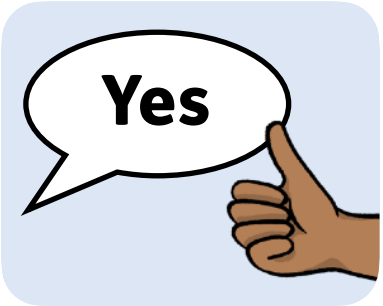
- ◯ Yes
- ◯ No
- ◯ I do not know

If you said **Yes**, please tell us how:

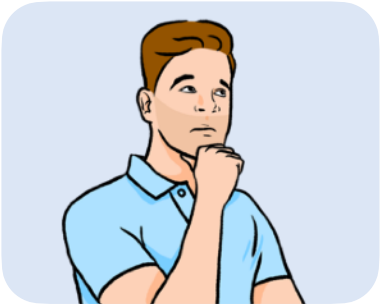



**Question 48:** Will the new digital ID change the country in ways that we have not talked about?

- ◯ Yes
- ◯ No
- ◯ I do not know




If you said **Yes**, how will it change the country?



**Question 49:** Is there anything else you would like to tell us about the digital ID?

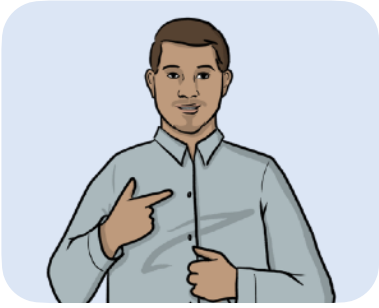
# Tell us about yourself

First, we would like you to tell us about yourself.

This will help us to check that many different people are answering our questions.

**Question 50:** Who are you answering for?

Please tick 1 box.

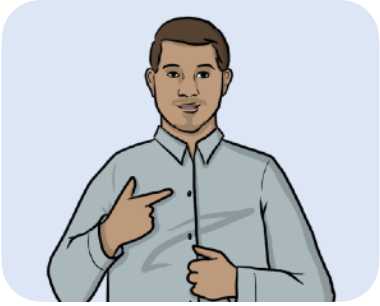


I am answering for **myself**

I am answering as an **expert**. This means you know a lot about this topic

I am answering for an **organisation**

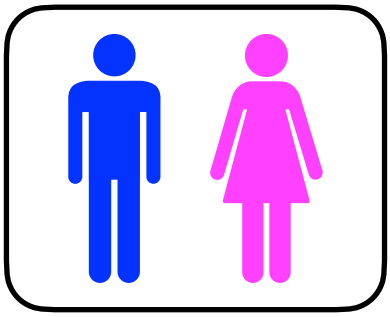
# If you are answering for yourself



Please answer these questions if you are answering for yourself.

**Question 51:** How old are you?

I do not want to say

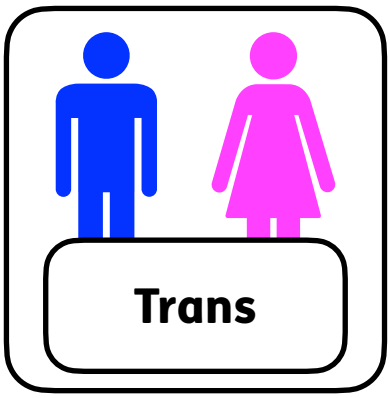


**Question 52:** What is your sex?

Male

Female

I do not want to say




**Question 53:** Are you **transgender**?

This means that your gender is different to the sex you were given when you were born.

- ◯ Yes
- ◯ No
- ◯ I do not want to say
- ◯ Other

If you said **Other**, please tell us your gender in your own words:

**Question 54:** What is your **ethnic group**?

Your **ethnic group** is your race or the country that your family comes from.

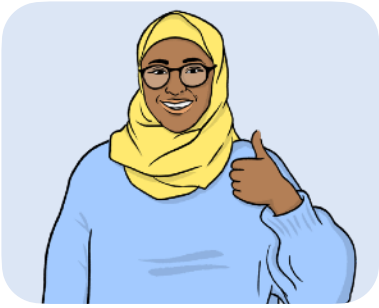
There are more choices over the next 2 pages.

**White**

- ◯ English, Welsh, Scottish, Northern Irish or British
- ◯ Irish
- ◯ Gypsy or Irish Traveller
- ◯ Another white background

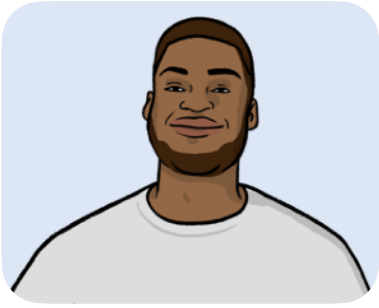
**Mixed or more than 1 ethnic group**

- ◯ White and Black Caribbean
- ◯ White and Black African
- ◯ White and Asian
- ◯ Another mixed background



**Asian or Asian British**

- ◯ Indian
- ◯ Pakistani
- ◯ Bangladeshi
- ◯ Another Asian background



**Black, African, Caribbean or Black British**

- ◯ African
- ◯ Caribbean
- ◯ Any other Black, African or Caribbean background

- ◯ A different ethnic group

- ◯ I do not want to say

**Question 55:** Which part of the UK do you live in?

- ◯ England
- ◯ Northern Ireland
- ◯ Scotland
- ◯ Wales
- ◯ I do not live in the UK
- ◯ I do not want to say

**Question 56:** Can you use the internet at home?

- ◯ Yes
- ◯ No
- ◯ I do not know
- ◯ I do not want to say

**Question 57:** Do you use the internet?

- ◯ Yes
- ◯ No
- ◯ I do not know
- ◯ I do not want to say

**Question 58:** Do you have any of these devices?

Please tick all of the devices you have:

- ◯ Smartphone
- ◯ Laptop computer
- ◯ Tablet, like an iPad
- ◯ Desktop PC. This is a computer you keep on a desk.
- ◯ None of these

**Question 59:** Do you have a job?

- ◯ Yes, a full time job
- ◯ Yes, a part time job
- ◯ Yes, I work for myself
- ◯ No
- ◯ I do not want to say

**Question 60:** Do you have any health conditions or illnesses that have lasted for at least a year?

- ◯ Yes
- ◯ No
- ◯ I do not want to say
- ◯ I do not know

If you said **Yes**, does your illness or health condition stop you from doing normal daily activities, like going to the shops?

- ◯ Yes, a lot
- ◯ Yes, a little
- ◯ No
- ◯ I do not want to say
- ◯ I do not know

# If you are an expert

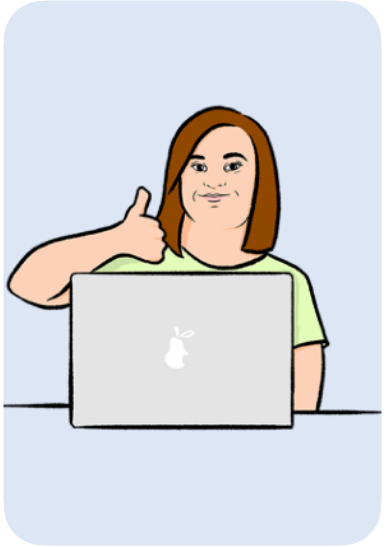
Please only answer this question if you are answering as an expert.

Otherwise, you can go to the next page.

**Question 61:** We might want to talk to you about your answers.

Can we contact you to ask you about your answers?

- ◯ Yes
- ◯ No



If you said **Yes**, please tell us:

Your name:

Your email address:

# If you are answering for an organisation

Please only answer these questions if you are answering for an organisation.

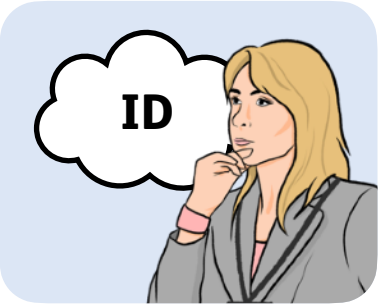
Otherwise, you can go to page 26.

**Question 62:** What type of organisation are you answering for?

- ◯ A private company
- ◯ An organisation that helps the public, like a school or Job Centre
- ◯ A charity or community group
- ◯ A university
- ◯ An organisation that speaks for a group of workers
- ◯ A different type of organisation
- ◯ I do not want to say

**Question 63:** Does your organisation check people's identity online?

- ◯ Yes
- ◯ No
- ◯ I am not sure
- ◯ I do not want to say




**Question 64:** Is your organisation interested in using the new digital ID to check who someone is?

- ◯ Yes
- ◯ No, but we do check people's identities in different ways
- ◯ No, we do not check people's identity
- ◯ I am not sure
- ◯ I do not want to say

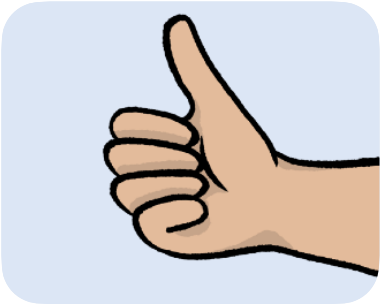
**Question 65:** How many people work for your organisation?

- ◯ Between 0 and 9
- ◯ Between 10 and 49
- ◯ Between 50 and 249
- ◯ More than 250
- ◯ I do not know
- ◯ I do not want to say

**Question 66:** We might want to talk to you about your answers.

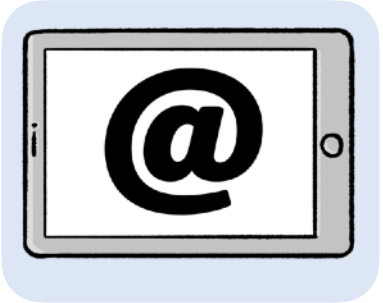
Can we contact you to ask you about your answers?

- ◯ Yes
- ◯ No



If you said **Yes**, please tell us:

The name of your organisation:



Your email address:

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