



Digital Licence Verification Platform

by Aliva

The Queensland Digital Licence is here. Is your business ready?

The Queensland Digital Licence is now available in Townsville and planned to be available Statewide by the end of 2023 and users expect businesses that may have previously relied on sighting or photocopying drivers' licences to support it. They also expect businesses to collect only the personally identifiable information (PII) that's required AND store it securely.

First and foremost **Digital Licence Verification Platform by Aliva** enables Australian businesses to identify and verify their customer's identity.

It then accepts and retains required PII, presented by the Queensland Digital Licence, as proof for the transaction all while enhancing the customer's experience and reducing your risk and liability in the event of a data breach.





Game-changing workflow integration

The Queensland Digital Licence app provides a significant first step in the way businesses and government departments identify customers.

We provide what comes next.

The **Digital Licence Verification Platform by Aliva** is the connecting step in seamless customer identification and verification, acceptance of PII presented by the Queensland Digital Licence, and its secure transfer from the customer's smart phone app to your business systems.

We provide the know-how, hardware, software and ongoing service and support for end-to-end system integration enabling acceptance, verification and secure PII storage while improving customer experience.

Better customer experience

Traditionally Australian businesses required to identify their customers have relied on unsecured proof of identity methods including photocopying drivers' licences. In recent times this has proved grossly inadequate as data breaches both accidental and criminal have resulted in loss of PII causing significant identity theft consequences for businesses and customers.

The Queensland Digital Licence app provides businesses and customers ease of use and convenience as ID cards and paper records are not required. In addition to seamless integration of PII into workflows, the **Digital Licence Verification Platform by Aliva** provides valuable options for customising the verifier app with branding or messaging to enhance marketing, business and Know Your Customer (KYC) opportunities.

Secure PII transfer in THREE steps



Step 1:

Android or iOS smart phones installed with the Digital Licence present their QR code to the reader



Step 2:

The reader creates a secure connection to the Digital Licence app and accepts the transferred identity information



Step 3:

PII is securely transferred to your business system.

Only the Personal Identification Information (PII) you need!

You and your customer can decide how much PII is viewed and retained. Minimising the amount of PII you collect and store can vastly reduce data breach liability impacts for you and limit PII exposure risks for your customer.

The app's capabilities enable customisation that selects only required PII and securely stores it.



100 Points for Identity verification

For businesses such as banks, telcos and post offices, legal and financial services that require 100 points identification, verification may be customised to collect, check and store more sensitive PII such as Medicare and passport numbers and other details.



Child Care

Child care and day care centres using Digital Licence Verification Platform by Aliva could customise their systems with photo ID of authorised people to enhance child safety protocols at pick up time.



Licensed Venues

Night club staff only need photo identification and 18+ verification for entry and to serve alcohol. Private details such as a patron's home address or date of birth would not be presented or collected.

Seamless ID 24/7

Services as diverse as parcel collection from the post office, pharmacy medication dispensary and after hours hire car pick up can all enjoy vastly improved customer experience while efficiently managing PII using the **Digital Licence Verification Platform by Aliva**.

For example, a hire car business using **Digital Licence Verification Platform by Aliva** could streamline their customer identification and verification experience while significantly reducing their storage of customer PII.

Using a Digital Service Kiosk a customer could activate their booking by scanning the QR code on their digital licence. The app would simultaneously perform all the necessary identification checks to ensure the booking details are correct, verify the customer's identity and importantly, confirm they have a current driver's licence.

Available 24/7, the **Digital Licence Verification Platform by Aliva** could issue the vehicle's key without a staff member present - no photocopying, no wages and no inconvenience for the customer!





FIVE reasons why your business or government department needs Digital Licence Verification Platform by Aliva

- 1:** Australian businesses can quickly and easily identify and verify their customer's identity as part of Know Your Customer (KYC) guidelines and securely transfer and store PII in their business systems.
- 2:** Digital security and certificates reduce business liability impacts in the event of a data breach, while customisable PII selection allows only required PII to be retained reducing customer's PII exposure.
- 3:** Workflow integration automates administration and does the heavy lifting for business efficiencies.
- 4:** PII integration such as automatically populating form fields and customisation options create opportunities for better customer experience.
- 5:** A range of billing and service agreement options are available to suit different business requirements.

Support services

While you are taking care of your customers, we'll take care of you.

Every business has different needs which is why **Digital Licence Verification Platform by Aliva** support services may be customised to individual requirements

Options include monthly subscription or transaction based service and support for hardware, cloud hosting, web based app development, mobile app development, managed services and helpdesk.

About Aliva

Working with the Queensland Government since 2019, our Aliva team has been involved in Queensland's Digital Licence development from day one providing guidance, feedback and managing its underlying infrastructure. We know the digital licence platform, the robust security that underpins it and the important opportunity it provides to Know Your Customer (KYC).

We are uniquely qualified to help Australian businesses including banks and financial services, telcos, medical practices and government departments to identify and verify their customers identity and integrate this game-changing technology in their workflows to significantly improve PII security, customer experience and administrative efficiencies.

Next steps

Contact Dean Johns or Glynn Henderson for further information and to book a demonstration.



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Aliva Pty Ltd has Quality ISO 9001 certification and ISO 27001 Information Security certification.

We are the Value Added Reseller of Verify with Credence and Tap2ID.

