

Access with facial recognition

Frequently asked questions



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Frequently asked questions about access to the terminal with facial recognition

Drivers gain access to the Hutchison Ports Venlo terminals using the CargoCard. After reading the card, the identity of the cardholder is verified by means of facial recognition (*Face Recognition On Chip*). Opening the barriers is then contactless, even faster and safer.

1. What does the CargoCard?

With the CargoCard, drivers get fast, easy and reliable access to various locations that are affiliated with Secure Logistics. This prevents long queues and ensures efficient handling on the premises. Click [here](#) for all acceptance points of the CargoCard.

2. Why is Hutchison Ports Venlo going to use facial recognition at the access gate?

With facial recognition, access to the terminal is contactless, faster and safer. This ensures an efficient and effective access process with maximum user convenience.

3. Will facial recognition be rolled out at all Hutchison Ports locations?

No, facial recognition is only used at the Hutchison Ports locations in Venlo.

4. How does facial recognition work at the access gate?

1. The registered facial recognition information is stored on the personal CargoCard that the driver carries. The CargoCard contains a chip that stores this data securely.
2. There is a card reader and facial recognition camera at the gate. When the driver wants to gain access, the driver places the CargoCard in the card reader.
3. After the CargoCard has been read, the driver is asked to look into the camera.
4. The camera compares the face with the facial recognition information stored on the CargoCard.
5. Does the facial scan match the data on the CargoCard? Then the data from the CargoCard is being sent to the access control system. Finally, the barrier goes up!

5. How is facial recognition added to the CargoCard?

In order to gain access to the terminal with facial recognition, it is necessary to have facial recognition added to the CargoCard. This can be done at the Hutchison Ports Venlo Rail terminal (*Celsiusweg 30, 5928 PR Venlo, The Netherlands*) or at the Secure Logistics service point (*Hormuzstraat 50, 3199 KW Rotterdam, the Netherlands*).

The employees on location will assist the drivers in adding facial recognition to their active CargoCard. When presenting the CargoCard, the card user is verified using Fingervein. After the fingervein scan, the registration of facial recognition starts. At the activation point, there is a camera that takes a photo of the face and then sends it to the chip of the card via a PC. As soon as the photo is on the card, the photo is deleted from the memory of the PC. It is therefore not saved, but is encrypted on the chip of the CargoCard.

Card users with a medical indication

Visitors with a CargoCard and a medical indication must reactivate the card to register facial recognition. In order to do this, they must have their identity card or passport with them.

Please note: this must be the same identity card or passport with which the CargoCard was applied for.

Visitors with a new CargoCard

Visitors with a new CargoCard who still need to activate the card can go to the terminal or the Secure Logistics service point. The usual procedure for activating the card is followed on location. During this procedure, facial recognition is also added to the CargoCard.

6. Where can facial recognition be added to the CargoCard?

It is possible to have facial recognition added to the CargoCard at the Hutchison Ports Venlo Rail terminal (*Celsiusweg 30, 5928 PR Venlo, The Netherlands*) or at the Secure Logistics service point (*Hormuzstraat 50, 3199 KW Rotterdam, the Netherlands*).

7. What documents must the driver bring with him to add facial recognition?

To have facial recognition added to the CargoCard, the driver must be in possession of an active CargoCard. Take the CargoCard to the activation point to have facial recognition added. To add facial recognition, an identity card or a passport is not required. However, we always advise you to have a valid identity card or passport with you.

8. Is Secure Logistics' facial recognition completely privacy-proof?

Yes, the use of facial recognition is completely privacy-proof. No photos are stored in a central database, but only a biometric template is stored on the chip of a CargoCard. The biometric verification at the gate is based on a one-on-one comparison of the image from the camera and the biometric template on the CargoCard. This means that the card user always retains control over the sharing of this data and decides when the face is used to gain access to the location.

9. What data is processed?

The card stores the following data securely:

- ✓ Photo
- ✓ Name
- ✓ company the driver works for
- ✓ ID number of the card

The following data is processed in XS-ID Online:

- ✓ XS-ID number
- ✓ Company name
- ✓ Hutchison Ports Venlo can see when the driver presented the CargoCard at the Terminal.

10. Are the personal data on the card secure?

Yes, this data is strictly secured. The data is only accessible to security staff who have access to the XS-ID Online platform of Secure Logistics. The systems meet the strict information security requirements, whereby the data on the CargoCard is stored encrypted. The chip on the card can only be read with a special key that is exclusively in the possession of the supplier Secure Logistics. The card user is only verified by means of biometrics during the access process and is not re-identified.

11. Which privacy rules apply to you and your drivers?

For information about privacy, we refer you to the [privacy statement of Secure Logistics](#).

The CargoCard data can only be changed at Secure Logistics. This can be done at the address below:

**Secure Logistics B.V.
Maasvlakte Plaza
Hormuzstraat 50
3199 KW Rotterdam
Port number 8780**

12. What happens to the data once the CargoCard is no longer in use?

After the statutory retention period of two years, these are automatically anonymized. The photo itself is only encrypted on the CargoCard. When the CargoCard is returned or destroyed, these data are no longer available.

13. What should the driver do if the CargoCard is lost?

The driver should contact the employer. The employer can block the CargoCard via XS-ID Online 24/7, so that it can no longer be used.