

## Privacy Policy

### Belize National ID App

**Effective Date:** 25<sup>th</sup> February 2025

The **Belize National ID App** is an official application developed and managed by the **Government of Belize** ("we," "us," "our") to provide Belizean citizens with secure digital identity services. Your privacy is important to us, and this Privacy Policy outlines how we collect, use, store, and protect your personal data.

#### 1. Information We Collect

We may collect the following types of information when you use the Belize National ID App:

- **Personal Information:** Name, date of birth, national ID number, and other identification details.
- **Biometric Data:** Facial recognition or fingerprint data for authentication purposes.
- **Device Information:** IP address, operating system, and device model for security and system integrity.
- **Usage Data:** Interactions within the app to improve functionality and user experience.

#### 2. How We Use Your Information

We use the collected information for the following purposes:

- To verify and authenticate your identity.
- To provide secure access to government services.
- To process updates, renewals, and status tracking for national ID applications.
- To enhance security and prevent fraud, unauthorized access and other prohibited or illegal activities.
- To improve app functionality and user experience.

#### 3. Data Sharing and Disclosure

We do not sell or share your personal data with third parties, except:

- **Government Agencies:** When required for official identity verification and public service access.
- **Legal Obligations:** If disclosure is mandated by law, court order, or governmental request.
- **Service Providers:** Engaged under strict confidentiality agreements for technical support and security purposes.

#### 4. Data Security

We implement robust security measures to protect your data, including:

- Encryption of sensitive information.
- Secure authentication mechanisms.

- Regular security audits and monitoring.

## **5. Your Rights**

You have the right to:

- Access and review your personal information.
- Request corrections to inaccurate or outdated information.
- Withdraw consent for data processing, subject to legal and operational limitations.

## **6. Response to Requests**

Where there is a request in relation to **Your Rights** under paragraph 5, we shall act upon the request without undue delay and at the latest within one month of receipt.

## **7. Retention of Data**

We retain your data only for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

## **8. Changes to This Policy**

We may update this Privacy Policy periodically. Any changes will be communicated through the app and official government channels.

## **9. Contact Us**

For any inquiries regarding this Privacy Policy or your personal data, please contact: **Ministry of Public Utilities, Energy, Logistics and E-Governance.**

Email: [info@egov.gov.bz](mailto:info@egov.gov.bz)

Phone: +501 8289062

By using the **Belize National ID App**, you acknowledge that you have read, understood, and agreed to the terms of this Privacy Policy.