



# Collection of Self-Declared Passenger Health Data

## Set up of government web portals

The experience gained during the COVID-19 outbreak has made it clear that there is a need for a temporary process for collecting additional health information on passengers. The health data currently being collected is self-declarative, and may include a person's identity, health conditions, contact details for tracing purposes and travel history.

Amidst the COVID-19 crisis, some states have introduced paper-based forms to collect the required additional information. However, acting on information inserted manually on paper forms may be challenging and resource intensive, especially when it comes to efficiently tracing individuals who might pose a risk or be at risk. Furthermore, exchange of paper increases the risk of virus transmission.

Therefore, some states have decided to digitize this data collection by setting up dedicated government web portals and mobile applications. IATA favours these types of solutions as they take place early in the journey and contribute to passengers arriving at the airport ready to travel and thus minimizing congestion.

This paper aims to summarize the experience gained with government web portals as a short-term solution and explore additional medium-term solutions.

## Dedicated Web Portal– A Quick and Effective Solution

Several states have set up government dedicated websites where passengers can enter the required information (e.g.: health declaration, recent travel history, additional contact information, possible contacts with infected individuals) before traveling, sometimes up to three days before departure. The information is then recorded directly in the state's database.

Such on-line solutions have multiple benefits:

- Fast to setup; ready to collect data in just a few days
- Deployment of expensive touch-based equipment such as airport kiosks is not required
- Reduce interactions compare to paper-based solutions
- Availability of pre-travel data for states without intermediary action by airlines
- Higher data quality compared to paper-based solutions
- Direct interactions between travelers and a government ensures effective management of the state's public health responsibility
- Possibility for states to perform a risk assessment and deny entry to passengers before they even depart

Governments setting up such portals must develop robust communications to inform travelers of the new entry requirements and how and when they must be fulfilled. Airlines and travel agents can assist in communicating with passengers notably by providing a link to the [IATA Travel Centre](#), powered by Timatic, which includes the latest information on the countries' requirements.

Examples of countries that have successfully developed such government portals include Chile, Colombia, Costa Rica, Mexico, Singapore, South Korea and Vietnam (non-exhaustive list).

The web portal can also be supplemented by a mobile application. This will enable passengers to use the IT means (mobile phone, tablets, computer, etc.) at their disposal. However, relying solely on mobile apps for data collection without the presence of web portals may limit input from passengers; as managing numerous different apps in the same mobile device with a limited storage can be a burdensome exercise for passengers.

Options for passengers to provide their self-declarative data upon arrival must also be planned for, in order to collect information on the traveling population that may not have been able to provide such data in advance.

## Tools for Efficient and Seamless Operation - Medium-Term Evolution

Through One ID, IATA is developing tools which will allow travelers the option of creating a trusted, digital identity on a personal device such as a mobile phone which will validate their identity and their travel document and allow them to store a backup of their identity, contact information, recent travel history, any travel authorizations, as well as health declaration forms. Travelers will share these credentials on a need-to-know basis with governments, either by submitting the data through a web portal available for that purpose or presenting it directly to the relevant government authority from their personal device.

The digital storage of information, with the inclusion of biometric recognition, will make it much easier for the passengers to go through the existing processes, regain their confidence to travel, reduce repetitive entries, and provide a digital representation of higher quality data to governments, while removing physical contact or exchange of documents between individuals on many touchpoints.

## IATA's Position

Identity management remains a responsibility of national authorities, even more so during health outbreaks. IATA firmly believes that setting up government web portals supplemented optionally by mobile applications is the most efficient and cost-effective solution for passengers to provide necessary data to authorities during the COVID-19 crisis and in the future.

The collection of self-declared passenger health data is a transaction that must occur solely between passengers and authorities. IATA does not support making airlines responsible for such collection.

While these web portals are temporary measures to be deployed for addressing a specific health outbreak, they can quickly be reinstated when needed, based on experience gained with previous pandemics.

IATA does not support paper-based declarations as they increase processing time at airports and therefore the risks of contamination.