

Protecting citizens' online consumption through a national digital ID (Morocco)

Good practice: Enhancing user experience, digital economy and security through IDEMIA

Relevant DFI commitment(s): Protect individuals' privacy, their personal data, the confidentiality of electronic communications and information on end-users' electronic devices, consistent with the protection of public safety and applicable domestic and international law.

Type of the initiative: Initiative

Stakeholder Group: Government

Launch/adoption: 2022 - Now

Goals

The Kingdom of Morocco, in collaboration with IDEMIA, launched a national digital identity (ID) platform to enhance digital trust and streamline access to online services for its citizens. The primary objectives include:

- **Facilitating Secure Access:** Enable Moroccan citizens to securely access public and private digital services through remote identification and authentication mechanisms.
- **Promoting Digital Inclusion:** Ensure that all citizens can participate in the digital economy by providing a reliable means of identity verification.
- **Enhancing Administrative Efficiency:** Reduce the need for in-person interactions with government agencies, thereby increasing efficiency and convenience.
- **Strengthening Digital Trust:** Build confidence in digital transactions by implementing a robust and secure national digital ID system.

Description

The national digital ID platform is built upon Morocco's electronic identity (eID) card, introduced in 2020. This eID card serves as the primary authentication factor for citizens accessing online services. The platform utilizes an identity and access management system that allows both public and private sector service providers to verify the identities of individuals seeking to use their online services. The authentication process involves multiple factors, including the use of a personal identification number (PIN) and, when necessary, biometric verification such as facial recognition or fingerprint scanning. This multi-factor authentication ensures a high level of security and trust. Citizens can use their eID cards in conjunction with a mobile application to authenticate their identity remotely, facilitating secure access to services without the need for physical presence. The platform is designed to protect personal data at every step, ensuring privacy and compliance with data protection regulations.

There are several benefits that align with the principles of an open internet:

- **Increased Accessibility:** By providing a secure and reliable means of identity verification, the platform enables more citizens to access a wide range of online services, promoting digital inclusion.
- **Enhanced Security:** The use of multi-factor authentication and biometric verification reduces the risk of identity theft and fraud, fostering a safer online environment.
- **Improved User Experience:** Citizens can access services remotely and conveniently, reducing the need for physical visits to government offices and enhancing overall user satisfaction.

- **Support for Digital Economy:** A trusted digital ID system facilitates e-commerce and other online economic activities by ensuring secure transactions, thereby contributing to economic growth
- **Alignment with International Standards:** The platform's compliance with global security standards positions Morocco as a leader in digital identity management within the region

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