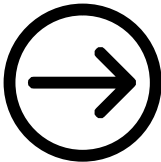


User support for digital credential systems

Partizipationsmeeting 2.10.2025

Sheila Zingg – ETH Zürich

Context: Beyond the e-ID



Medical Records

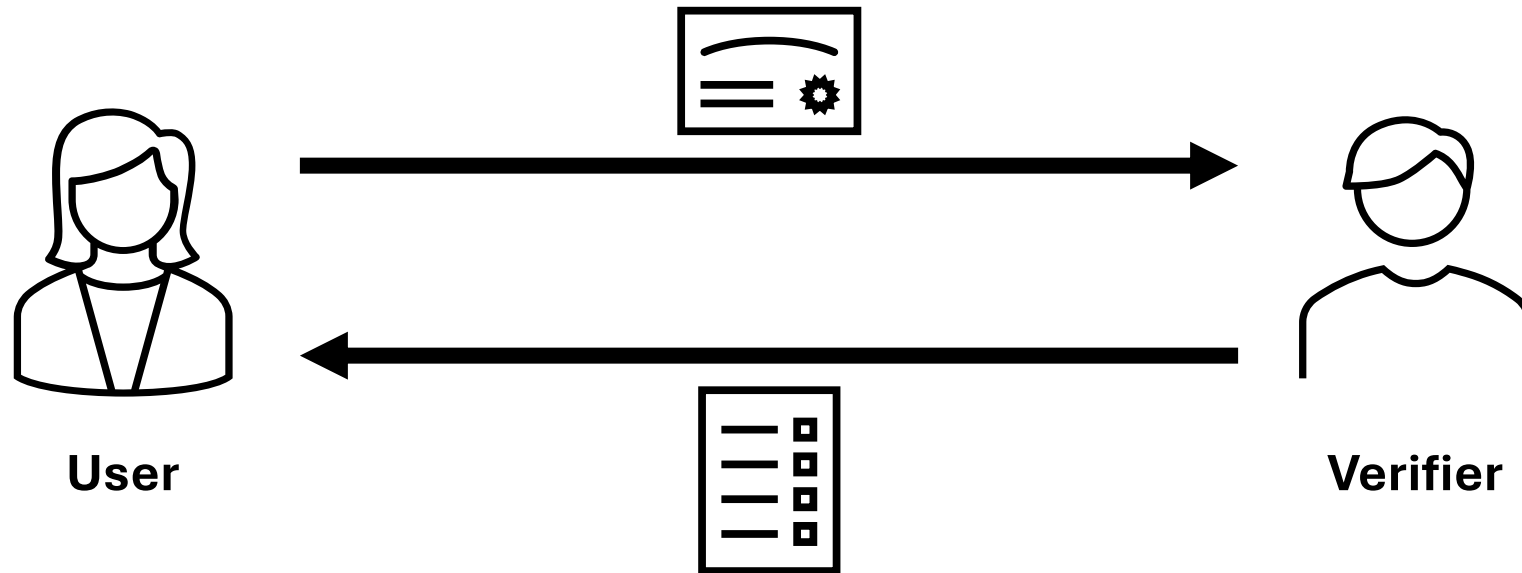
Section I. Patient Information

Records the patient's basic details for identification purposes.

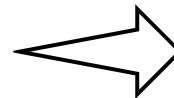
Full Name	
Date of Birth	
Gender	
Contact Details	
Emergency Contact	



Context: User interaction with verifiers

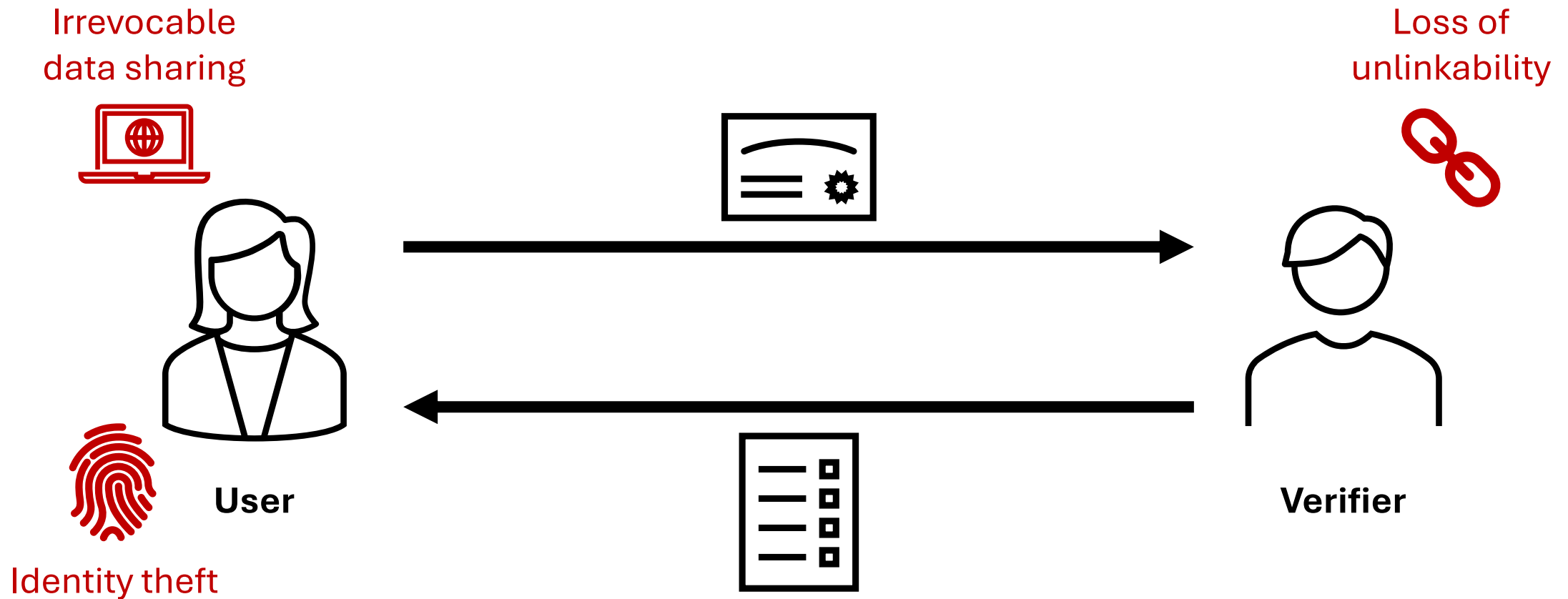


User owns their own data

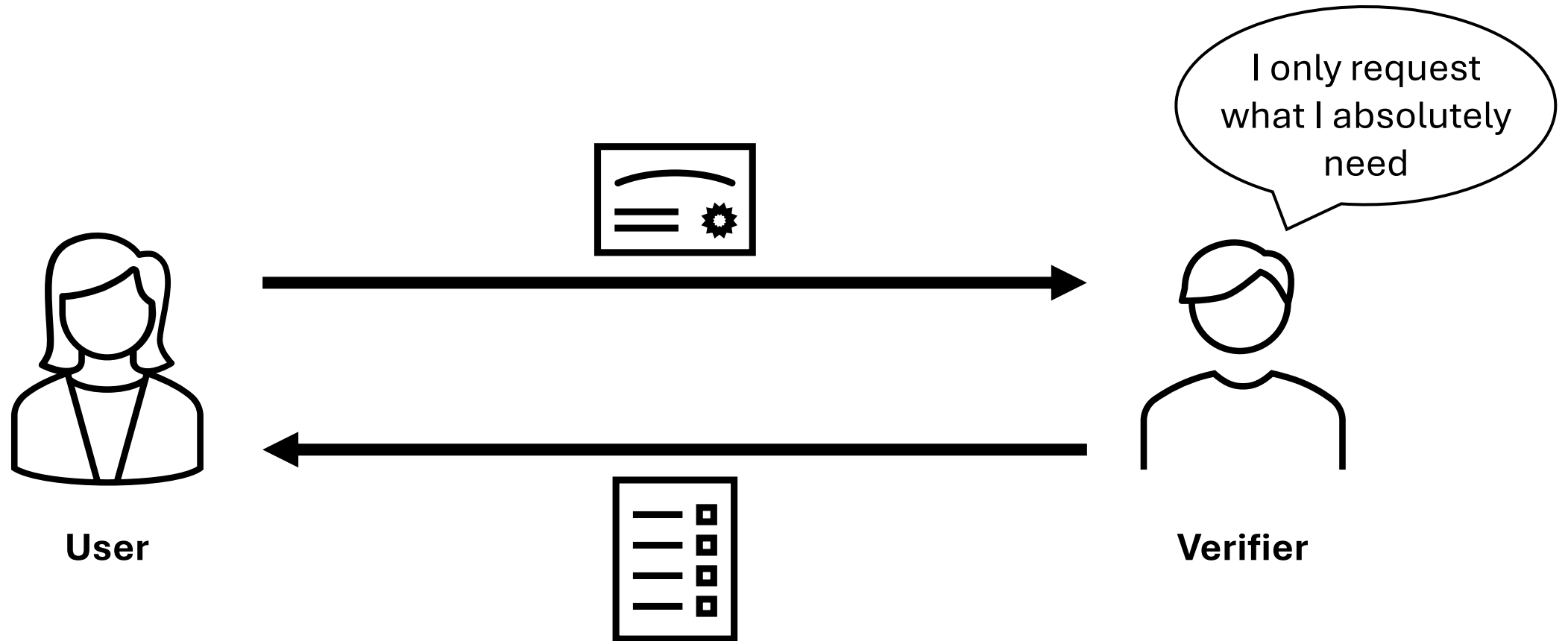


Privacy

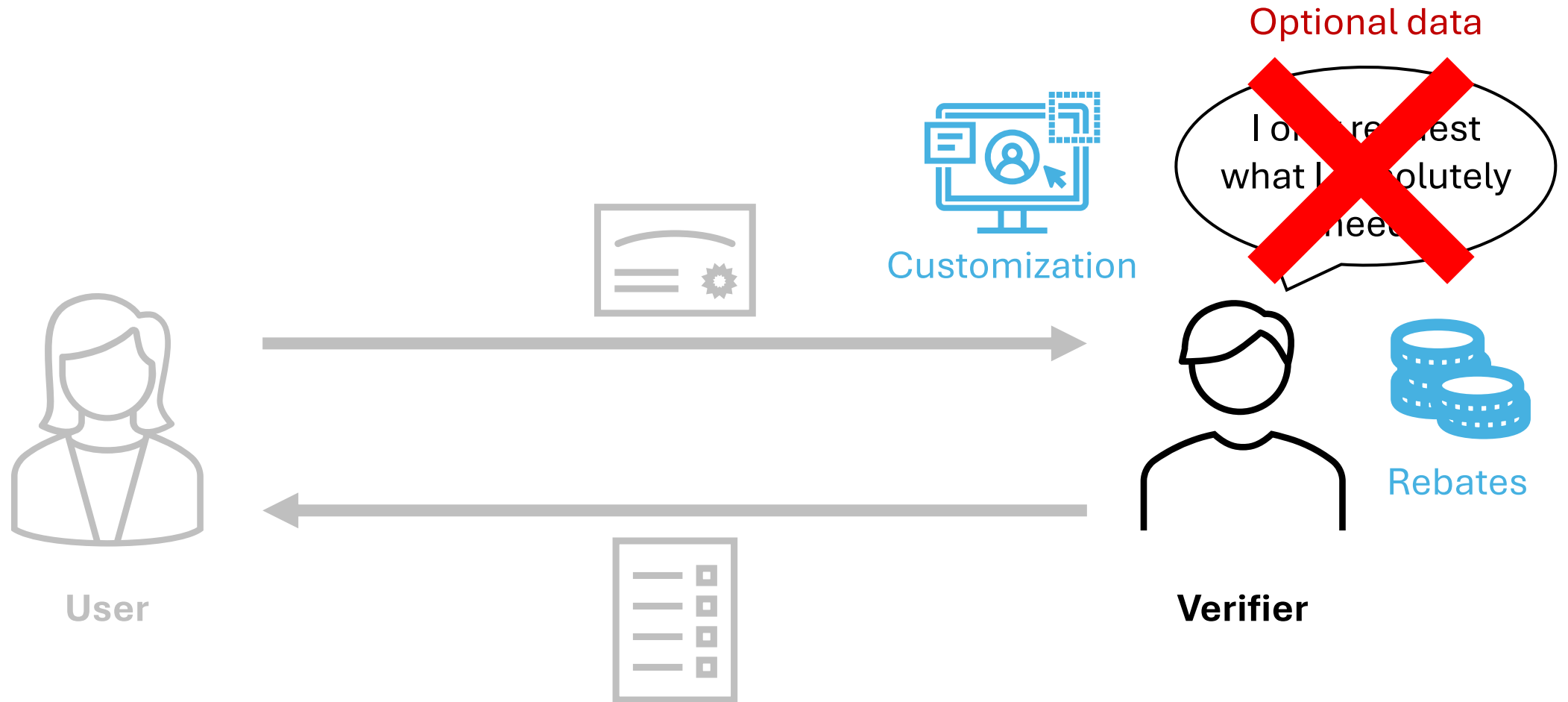
Challenge: Oversharing of data



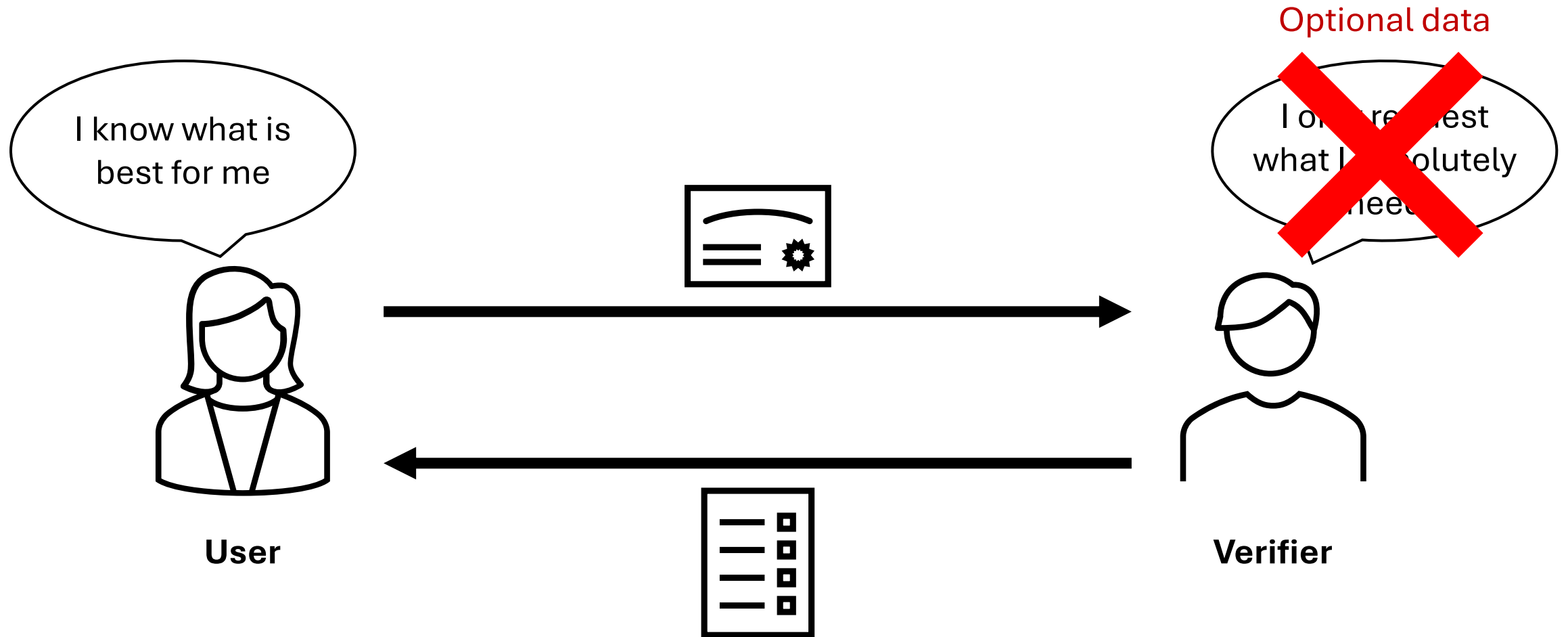
Challenge: Oversharing of data



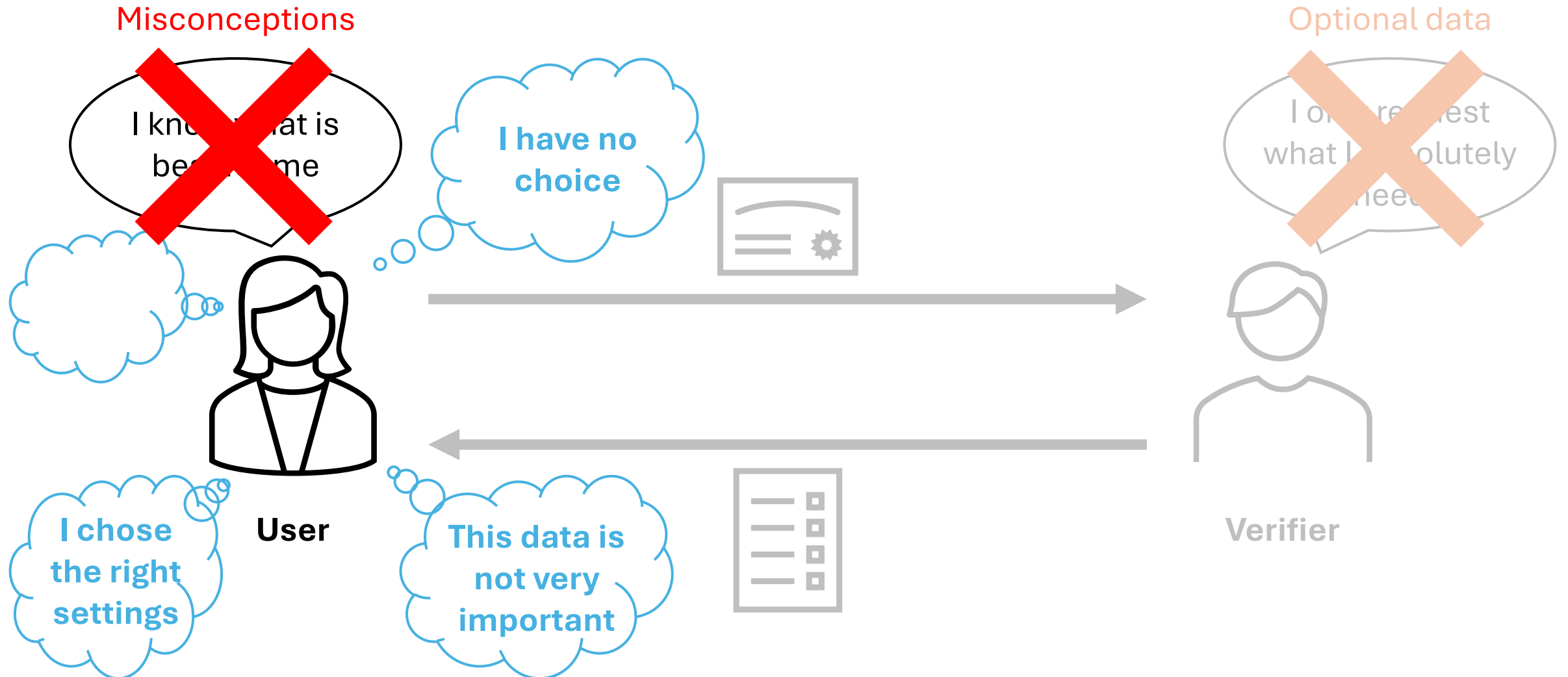
Challenge: Oversharing of data



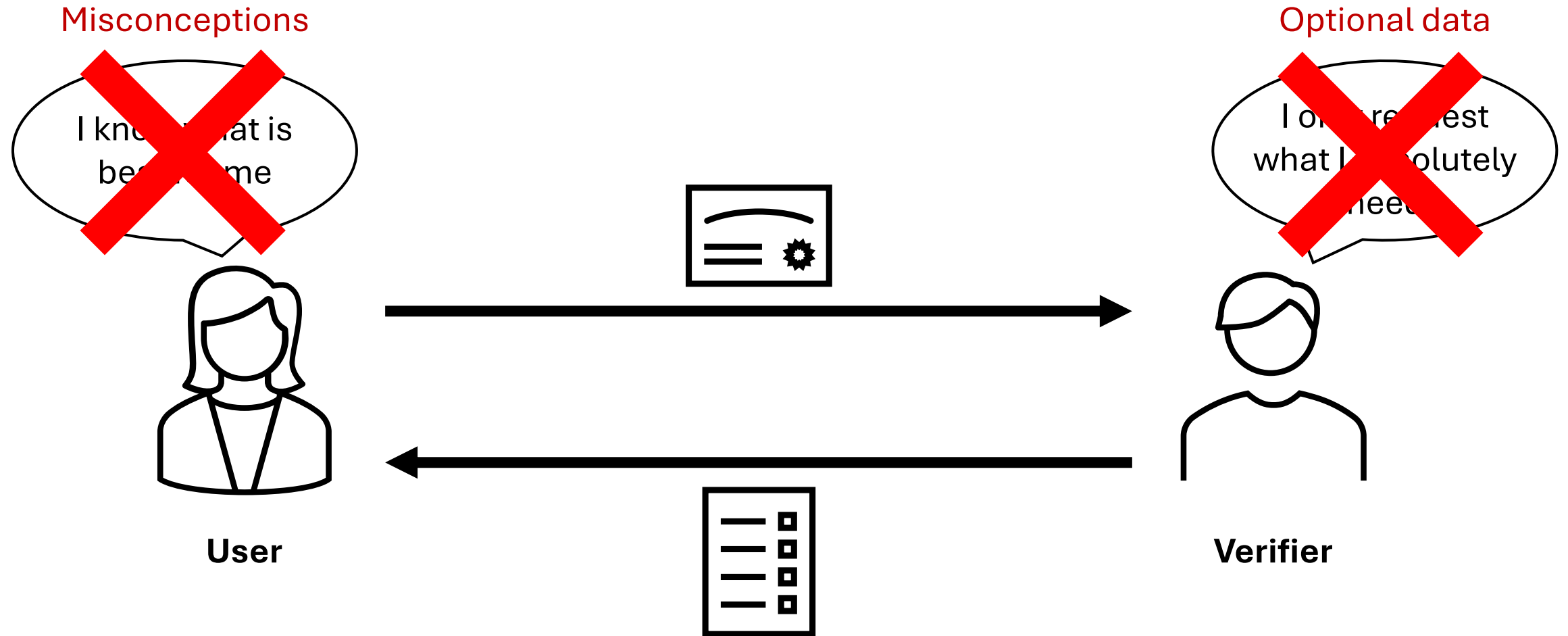
Challenge: Oversharing of data



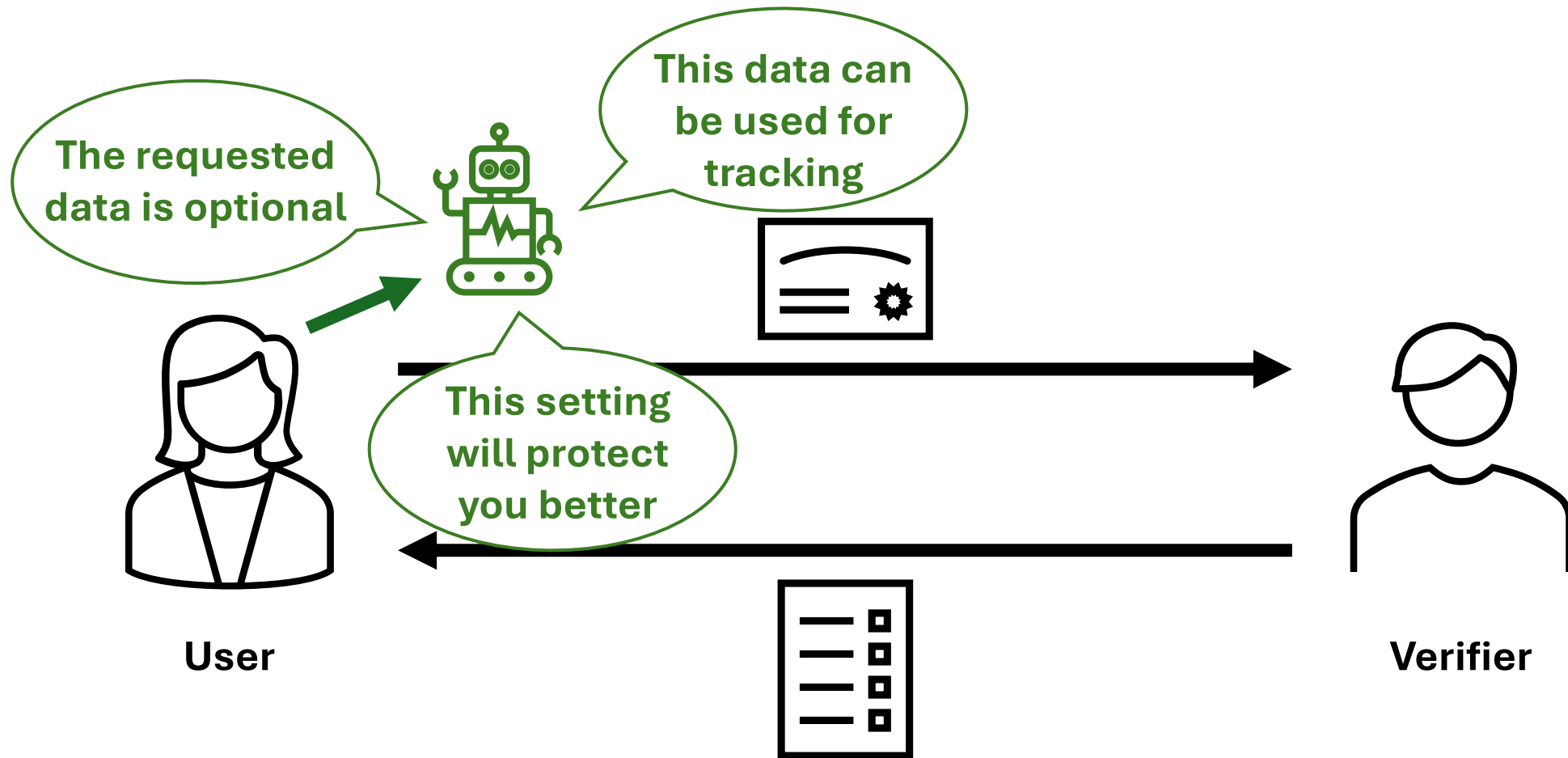
Challenge: Oversharing of data



Challenge: Oversharing of data



Approach: Guidance and awareness for users



Way forward: Help the user decide

Strassenverkehrsamt Bern

Im Vertrauensregister

Angeforderte Informationen

Elektronische Identität
Helvetia Schweizer Sample
✓ Gültig

NameVorname(n)Geburtsdatum

Übermittelte Daten

Name
Helvetia

Vorname(n)
Schweizer Sample

Geburtsdatum
01.08.1995

⚠ Sending this makes you trackable for the verifier

AblehnenAnnehmen

Ausländischer Onlineshop

Im Basisregister

Angeforderte Informationen

Elektronische Identität
Helvetia Schweizer Sample
✓ Gültig

Älter als 16Älter als 18

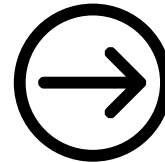
Übermittelte Daten

Älter als 16
Ja

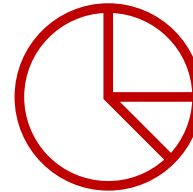
Älter als 18
Ja

✓ The verifier cannot track you with this information

AblehnenAnnehmen



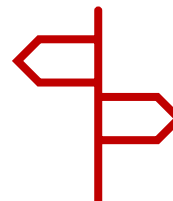
Warning fatigue



Data gathering



Protection against manipulation



User choice

Thank you!