D7.6 – End-User Workshop 6 – Travellers' Experience and Fundamental Rights - Summary

On 27 April 2018, CEIS organised and animated BODEGA End User workshop 5 entitled ***"Digital Transformation in Border Control – Enhancing Travellers experience and Preserving Fundamental Rights"*** within the French-Belgian Chamber of Commerce premises in Brussels. VTT, Sciences-Po, UIC, Ubium contributed with content as well.

In addition to consortium members representatives, **12 experts stemming from Law Enforcement Agencies (LEAs), European institutions, European Agencies, European passengers' associations, Research centres and organisations specialised in ethic and fundamental rights issues attended this event**. The **Eurosint Forum** was represented as well.

During this event two types of presentations were given:

- Presentations of the key results of the BODEGA project by **VTT, Sciences-Po and CEIS.**
- Thematic presentations on key issues relevant for the BODEGA project by the **European passengers' federation and FIZ-Karlsruhe.**

Also, four focus sessions pertaining to data privacy, human factor and human/machine interactions, ethical guidelines for risk assessment and travellers' acceptability were held. These sessions were structured around statements to be discussed with the audience.

Each presentation led to thorough exchanges with the audience and allowed the consortium for gathering fruitful remarks and return of experiences to refine the research process.

A questionnaire allowed the participants to provide their feedbacks on the content and organisation of the workshop. Their overall experience proved very positive considering that the average grade for **content** was **4,20 out of 5** and the organisation was rated **4,6 out of 5**.

In terms of results the key discussed ideas could be summarised as follows:

The key points could be summarized as follows:

- **The digital transformation of border control implies profound change in terms of travellers' experience. Citizens need to be engaged in the process and regularly informed of the ongoing changes.**
- **Border control should be seen as a process, which starts well before the border control point. It involves various actors** (travel companies, law enforcement, citizens), who are all impacted by the progressive digitalisation.
- **More than a physical line separating two territories, the border is increasingly becoming a digital space.** Digitalisation also means that the capacity to control is extended, before and after the border crossing.
- Policies should not merely follow technological deployment, but rather provide a responsible legal framework and rely on returns of experience to anticipate problems. **End-users should be more involved in the design of policies.**

- **The data protection framework applicable in the border control context** is very complex and at times inconsistent. It **should be harmonized and, more importantly, better explained to citizens**.
- There is **an important lack of awareness among European citizens about their rights as data subject**. Policy makers, public authority and all actors should work to provide more information to travellers on their rights, how to enforce and protect them.
- **Travellers' interaction with machines is generally positive as long as they feel safe**, know what the technology is doing, and have experience with it. The whole **process would benefit from providing more information to travellers on the ways the machines are working and the types of data they are processing.**
- **Technologies can assist border guards to conduct threat assessment by providing useful information in a timely and user-friendly manner.**
- If machines can support BGs in performing the border control check and allow them to focus on a smaller set of travellers, the level of security would be increased.
- By performing a consistent, systematic and automated control, pure automation could be considered as less discriminatory if enforced to every citizen in the same manner. Some travellers are more comfortable with machines because their feeling is that machines are less biased.
- **Machines can also be biased** if the algorithms have been trained in a biased manner (for example with a data set including mainly Caucasian faces).

Main Author(s): Axel Dyèvre, Pierre Goetz, Fleur Richard-Tixier, Maëlle Thiebaut (CEIS)

Month of delivery: June 2018