OneSpan Statement on Facial Recognition/Comparison Bias

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OneSpan sells facial recognition and comparison technology to customers for the following use cases:

- Authentication – a Customer's user voluntarily consenting to enroll in a biometric authentication system that uses their face for authentication purposes to grant them access to an account in lieu of or in addition to other credentials (facial recognition in this use case can be replaced with other biometric modalities or authentication methods)
- Identity verification – a Customer's user voluntarily consenting to apply to open an account and allow for the remote verification of their identity by taking a picture of their ID (issued by an authoritative source) so that it can be compared with a real-time photo (a "selfie") of the user (facial comparison in this use case cannot be replaced)

Numerous studies demonstrate[1] that algorithms related to facial recognition and comparison technology can contain bias. For the purposes of this statement, OneSpan considers a facial recognition algorithm to be biased if it demonstrates disparity in error rates for different users depending upon their age, gender or skin tone. OneSpan acknowledges and takes this bias seriously and recognizes that it may lead to inequitable outcomes for different users based on age, gender and skin tone

In pursuit of fairness, equality and inclusiveness in the availability and delivery of digital services, OneSpan commits to the following:

- Working toward a better understanding of the causes of bias in facial recognition/comparison algorithms and technologies, how to measure that bias, and how to mitigate and eventually eliminate such bias in OneSpan products and services and in accordance with industry standards
- Working with our technology partners to help move their practices into alignment with OneSpan's statement on facial recognition/comparison bias
- Not knowingly selling facial recognition and comparison technology for the purposes of surveillance or forensics

[1] Demographic Bias in Biometrics: A Survey on an Emerging Challenge https://arxiv.org/pdf/2003.02488.pdf, NISTIR 8280 Face Recognition Vendor Test (FRVT) Part 3: Demographic Effects https://nvlpubs.nist.gov/nistpubs/ir/2019/NIST.IR.8280.pdf