



## Yoti Guardians Council Meeting 11 February 2019

**Attendance:** See Table at end

**Date:** 11 February 2019, 1530-1730 GMT

**Location:** Yoti Office & VC

**Recorder:** Eric Levine

<b>Agenda</b>	<ol style="list-style-type: none"> <li>1. Approaching new countries</li> <li>2. Yoti Internal Common Sense/Ethics Working Group</li> <li>3. AI ethics roundup</li> </ol>	<ol style="list-style-type: none"> <li>4. Public commitments around AI and machine learning</li> <li>5. Social Impact Update</li> </ol>
<b>Actions from Previous Meeting &amp; this Meeting:</b>		<b>Status Update</b>
<ul style="list-style-type: none"> <li>o GDPR implementation progress to be reviewed with Guardians</li> </ul>		April 2019
<ul style="list-style-type: none"> <li>o Guardians to be sent minutes from Yoti Internal Common Sense/Ethics Working Group meetings to see topics discussed.</li> </ul>		Ongoing

*Summary notes from the meeting are provided below, with points of agreement and actions clearly noted.*

<i>Welcome</i>	<p>Meeting began at 1530.</p> <p>Leanne Marshall, Yoti's new CMO, joined the Guardian Council meeting for the first time. Leanne has already had time and communication with Renata and Gavin, and will be scheduling time with Doc and Joyce in the near term.</p>
<i>1. Responding to interest from new countries</i>	<p><b>Topic:</b> Advice from Guardians on how to respond to interest from new, small Governmental actors interested in Yoti's offerings. Following on from Yoti's work with Scotland, State of Jersey and elsewhere, we have been approached by several governments who are interested in understanding more about Yoti's offerings. They are all relatively small countries (or technology partners working with the government), and a number of them with characteristics that are different compared to our work to date with governments, including: Panama, Indonesia, Sierra Leone, Moldova, Albania, Azerbaijan, as well as Liberland (a stretch of land the size of Gibraltar located between Croatia and Serbia on the west bank of the Danube River that was pronounced as a new country in 2015).</p> <p><b>Discussion:</b> Guardians discussed the wide range of circumstances represented by some of the countries interested in Yoti, with the following points of guidance emerging from the discussion:</p> <ul style="list-style-type: none"> <li>• Yoti should be thoughtful about how much resource to put into reactively responding to requests from countries that are outside of our current focus areas, versus focusing on those countries that are aligned to our current strategy for growth and adoption.</li> <li>• While Yoti should be thoughtful about which governments it partners with, Guardians flagged that sometimes it is a country in transition that provides an opportunity to make the biggest difference. The example of Panama was discussed, where in the aftermath of the Panama Papers revelations, the government is seeking to develop ID solutions that are required to meet EU GDPR standards (due to the strong linkages in the financial services sector outside of Panama) – an example where Yoti could make a significant contribution to a country in transition.</li> </ul>



## Yoti Guardians Council Meeting 11 February 2019

	<ul style="list-style-type: none"> <li>● In response to the specific opportunity/ID solution that Yoti could contribute to in a country, Yoti should consider both the technical feasibility, as well as the reputational considerations of being affiliated with that country.</li> <li>● At the point of considering significant investment of resources in pursuit of any new country opportunity, Yoti should consider the safety implications for its staff travelling to the country on a regular basis as part of its safeguarding responsibilities.</li> </ul> <p>Renata volunteered to be the first point of call for Yoti in terms of helping to provide some perspective on any specific country and their relevant track record on human rights and individual privacy (through her experience and work, or through her networks globally).</p>
<p><i>2. Yoti Internal Common Sense/Ethics Working Group</i></p>	<p><b>Topic:</b> Advice sought from Guardians on Terms of Reference for Internal Common Sense/Ethics Working Group. Yoti is setting up a cross functional internal group to help intervene early on the R&amp;D, design stage of projects to think through downstream use, reputational impact, any deviation from our core values. The group will have people from a range of teams and people will cycle to bring in new perspectives.</p> <p><b>Discussion:</b> Guardians commended Yoti for the set-up of this Internal Working Group, and the appreciate Yoti's need for such a group. The Council talked through a range of emerging issues that would likely form the agenda for the first meeting of the Working Group to get a sense of the type of content that the group will focus on.</p> <p>From the discussion, Guardians endorsed the Terms of Reference for the Internal Working Group and agree that Yoti should expect benefits from the Working Group at several levels:</p> <ol style="list-style-type: none"> <li>a) Early review of complex issues to flag when dedicated resources or external perspectives (including the Guardian Council) might be beneficial.</li> <li>b) Demonstrating the emphasis placed on thoughtful consideration of complex issues by Yoti, and involvement of all levels of employees in the effort (producing more people developing a thoughtful approach).</li> <li>c) Developing the culture of common sense/ ethics thinking across teams.</li> </ol> <p>In relation to the Council specifically, the Guardians agreed:</p> <ul style="list-style-type: none"> <li>● The Internal Working Group should result in earlier sight of issues for the Guardians Council to take up.</li> <li>● The Guardians would like to see the minutes of the Internal Working Group to have visibility on the topics being raised (agreed as an ongoing action moving forward).</li> </ul>
<p><i>3. AI ethics roundup</i></p>	<p><b>Topic:</b> Yoti organised an early January Roundtable Discussion on AI &amp; Ethics with a focus on Yoti Age Scan (following on from the last Council meeting where this was tabled as a topic), chaired by Gavin. Attendees were present from Nesta, Responsible 100, Yo-Data, the University of Warwick and Home Office Biometrics Ethics Committee, DotEveryone, the Fabian Society, the University of Keele, Centre for Data Ethics and Innovation and techUK. The issues raised by attendees for discussion with Yoti included:</p> <ul style="list-style-type: none"> <li>● Anti-spoofing</li> <li>● Unintended consequences (false positives, requests from law enforcement, algorithm working for people with beards or transgender people, use of Yoti leading to more efficient stores and job loss)</li> <li>● Bias for people in groups with smaller sample sizes (young people, specific ethnicities)</li> </ul>



## Yoti Guardians Council Meeting 11 February 2019

	<ul style="list-style-type: none"> <li>● Accessibility</li> <li>● Privacy and Security (how images are treated)</li> <li>● Communication, trust and accountability (scenarios about Yoti being acquired)</li> </ul> <p><b>Discussion:</b> Gavin and Julie provided summary reflections on their experience at the event, and the areas being scrutinised with Yoti AgeScan. Headlines of the group discussion that followed included:</p> <ul style="list-style-type: none"> <li>● Overall positive feedback from attendees to the level of openness and willingness to discuss complex topics involved in some of Yoti’s work, and demonstrating a willingness to grapple with issues that the civil society privacy community is also working on.</li> <li>● Being open to external review and input (and pro-actively asking for such input) serves the interest of Yoti’s user community well, and keeps the business actively thinking about how to stay in line with its principles.</li> <li>● Guardians recognise that given the significant public debate and concern about data and privacy, Yoti will always be subject to scrutiny in every new step it takes, and such public engagement helps to constructively engage those actors and use their scrutiny to help develop Yoti’s approach and thinking on complex subjects.</li> <li>● Yoti should consider – within the reasonable stretch of its resources – ways to more regularly engage in such public dialogue.</li> </ul>
<p><i>4. Public commitments around AI and machine learning</i></p>	<p><b>Topic:</b> As part of our principled use of artificial intelligence and machine learning, we have signed up the <a href="#">Safe Face Pledge</a>. Feedback and advice sought from Guardians on Yoti’s approach to reporting on how we are living up to those commitments.</p> <p><b>Discussion:</b> Guardians reviewed some draft text about how Yoti follows through on its ethical responsibility to the use of AI and machine learning (which will be published shortly on the website). Summary points from the group discussion included:</p> <ul style="list-style-type: none"> <li>● Guardians endorsed Yoti’s efforts to publicly state how it is taking its ethical responsibilities seriously in regard to AI and machine learning.</li> <li>● Guardians welcome the forthcoming addition of a ‘Transparency’ section to the new Yoti website, and encourage Yoti to use transparency as a differentiator in the sector.</li> <li>● Guardians do not see the particular standards set by the Safe Face Pledge as being comprehensive, or practical enough to serve the commercial applications of the sector.</li> <li>● While recognising the value of Yoti making public commitments in this area of its work, as a way of joining the public dialogue and promoting Yoti’s principled approach, Yoti should also be willing to point out where pledges or ‘standards’ fall short of what is needed in the sector.</li> <li>● Council discussed the tension between Yoti’s desire to reduce friction for any business partners wanting to make use of Yoti’s platform/services, while also wanting to have confidence that Yoti’s platform/services are not being misused. Guardians recognised this as an inherent tension and recommended that:             <ol style="list-style-type: none"> <li>a) Yoti recognise the limits of its ability to have visibility of every way in which its platform is used as the number and diversity of business partners integrating with Yoti increases. While Yoti can seek to screen for the most obvious potential mis-users (primarily any entity being set up just to capture sensitive data from individuals for mis-use), it is not feasible for Yoti to pro-actively screen all incoming business</li> </ol> </li> </ul>



## Yoti Guardians Council Meeting 11 February 2019

	<p>partners. Guardians agreed that Yoti has clear statements about use and mis-use in its terms and conditions and will have to address any mis-use reactively when it becomes aware of any violations.</p> <p>b) Yoti should consider some basic criteria which could help prevent the easiest attempts to mis-use Yoti's platform/services by fraudulent businesses. Guardians suggested consideration of some criteria around the length of organisational existence (e.g., been incorporated for 6 months) before being able to integrate and use Yoti's services which allow for them to potentially capture sensitive personal data (address, passport number, etc.).</p>
<p>5. Social Impact Update</p>	<p><b>Topic:</b> Advising the Council on progress made over the past few months by the Social Impact team carrying out research across Africa, South East Asia and the United Kingdom to better understand digital identity needs and opportunities. Yoti has engaged with digital identity experts around the world, and attending digital identity and humanitarian events to get a sense of who is doing what, where – the findings of all this work has informed the development of an end-user focused, evidence-based Social Impact Strategy which will be publicly launched (along with a new section on our website focused on the new set of activities in the strategy) on 8th March. Guardians received the Social Impact Strategy in advance.</p> <p><b>Discussion:</b> Input from Guardians on this area included:</p> <ul style="list-style-type: none"> <li>● Guardians were collectively supportive of the new Social Impact Strategy, and commended the Social Impact Strategy for aiming to contribute to the sector much more broadly than Yoti's commercial interests.</li> <li>● Guardians continue to be very interested in the development of the Offline Yoti Key product (discussed at previous meetings), and enthusiastic that Yoti is hiring a developer to progress that as a unique product in the sector.</li> <li>● Renata offered to follow-up with Ken to suggest recommendations for the Fellowship Selection Panel, as well as some introductions to the Mozilla Tech Fellowship, the Global Innovation Gathering, and other networks that are aligned with some of the activities of the Strategy.</li> </ul>
<p>Adjournment</p>	<p>The meeting was called to a close at 1730.</p>

### 2019 Meeting Attendance

Meeting Dates	11/2	7/5	16/7	22/10			Yoti Staff	11/2	7/5	16/7	22/10			
Renata Avila	●						Robin Tombs	●						
Doc Searls	●						Julie Dawson	●						
Joyce Searls	●						Leanne Marshall	●						
Gavin Starks	●						Eric Levine	●						
							John Abbott	●						

● = in attendance ○ = absent/ apologies ☒ = Not scheduled to attend