


Policy #	GA 120
Approved by:	
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Title:	Vice President, Digital Innovation & Chief Information Officer
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Policy Holder:	Director, Digital Solutions
Administrative Contact:	Manager, Emerging Technologies
Replaces Policy Dated:	N/A
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Photo Identification Policy

Purpose/ Rationale:

The Humber College Institute of Technology & Advanced Learning (hereafter referred to as “Humber”), in part through its “Photo Identification Policy,” seeks to achieve the following goals:

- a) Facilitate face-to-face authentication
- b) Reduce the likelihood of fraud
- c) Protect people’s personal information
- d) Deliver a superior campus experience

This document is available in alternate format on request.

Scope:

All students, learners, employees, trusted partners, and guests of Humber and/or University of Guelph-Humber (Guelph-Humber) are required to adhere to the “Photo Identification Policy”.

Definitions:

Client: Any individual or entity (includes students, learners, employees, trusted partners, and guests) using one or more digital services at Humber (also known as a “user”).

Employee: Any individual (not an independent business) providing value to Humber on a regular or semi-regular basis in exchange for compensation (wages or salary).

Guest: Any external entity (member of the public, retiree, event attendee, prospective student, alumnus, volunteer, varsity team member, etc.) interacting with Humber and/or Guelph-Humber.

Learner: Any individual actively engaged in non-post-secondary studies (certificates, workshops, micro-credentials, rapid skills courses, bridging programs, etc.) at Humber.

Service: The action of helping or doing work for someone; contribution to the welfare of others; work performed on behalf of another; activities that deliver value by enabling outcomes.

Student: Any individual actively enrolled in one or more post-secondary courses linked to a Humber and/or Guelph-Humber apprenticeship, certificate, diploma, or degree program.

Trusted Partner: An independent business providing goods and/or services to Humber in exchange for payment (also known as a “supplier”, “vendor”, “contractor”, and/or “consultant”).

Policy:

1. General

ONECard is Humber’s official identification solution. It includes identity, key, and wallet functionality and is mandatory for all students, learners, and employees as well as trusted partners requiring regular/ongoing campus access. ONECard is Humber property and is governed by the policies and procedures set forth by Humber. Identification within ONECard is not transferable and may not be used by anyone other than the issued holder.

2. Use

Individuals may be required by a duly authorized Humber or Guelph-Humber official to present photo identification via ONECard at any time for the following reasons:

- a) to access campus or enter a secure/controlled campus area
- b) to provide proof of eligibility to access a service or attend a campus function
- c) to establish one’s identity for security or examination purposes
- d) to purchase goods and/or services on-campus or at authorized retailers

Humber reserves the right, at its discretion, to refuse non-Humber forms of identification.

3. Issuance

Humber issues photo identification to students, learners, and employees via its digital ONECard solution. It may also, at its discretion, issue photo identification to trusted partners requiring regular and ongoing access to campus. Individuals become eligible for photo identification effective the first day of affiliation with Humber and thereafter when applicable.

4. Digital Credential

Individuals are responsible for supplying their own mobile device, installing the ONECard app on said device, and for using the ONECard app properly. Note that Humber makes no

guarantees with respect to integration or hardware compatibility. Individuals are also responsible for safeguarding their device against loss or theft; keeping their device charged and in working order; maintaining physical control over their device at all times; protecting their device with automatic device locking; and shielding their device against digital threats.

5. Entitlement

To be eligible for Humber photo identification (digital or otherwise), one must:

- a) satisfy Humber's definition of "student", "learner", "employee", and/or "trusted partner"
- b) upload a digital photo that meets or exceeds Humber's minimum photo requirements
- c) prove one's identity with government-issued photo identification

Exemptions may be granted by the Vice President, Human Resources & Organizational Effectiveness and/or the Vice President, Students & Institutional Planning.

6. Photos

Digital photos must satisfy the following quality, framing, lighting, position, background, glasses, facial appearance, and expression requirements:

1. Quality
 - true likeness of self
 - high resolution
 - clear (in focus)
 - full colour
 - sufficient contrast and detail
 - not a reproduction
 - taken in last six months
 - unaltered by software
2. Framing
 - head shown in full
 - head centered
3. Lighting
 - even
 - not over- or underexposed
 - no shadows on face
 - no background shadows
 - no reflections
4. Position
 - head facing forward
 - eyes horizontally aligned
 - head not tilted
 - shoulders straight
5. Background
 - light grey, light blue, or white
 - plain (in one colour)
 - contrasts with the head

6. Prescription Glasses
 - eyes fully visible
 - glasses fully transparent
 - no reflection from the glasses
 - no shadows
7. Facial Appearance
 - head uncovered
 - face fully visible
 - light, natural makeup
 - no headphones
 - no hands-free devices
 - no masks or veils
 - eyes fully visible
8. Expression
 - neutral/natural expression
 - looking straight at camera

Head coverings are acceptable for reasons of religion or belief. Head coverings are also permissible if one has experienced hair loss due to medical treatment. In all cases, head coverings must be plain, in only one colour, and must also contrast with the background.

7. Proof of Identity

Individuals must supply proof the photo they upload is a true likeness of one's self. Humber only accepts valid, government-issued, photo identification that includes one's name, date of birth, photo, and signature as proof of identity. Examples of valid identification include:

- passport
- driver's license
- military identification card
- government-issued identification card
- citizenship card
- permanent resident card

If one does not have identification that meets the criteria, one may submit multiple, valid pieces of identification via an exception process that, when combined, meet Humber's requirements.

8. Collection, Use, and Disclosure

Digital photos are stored at Humber and/or with third party service providers on Humber's behalf. Accepted photos will be added to ONECard and may also be viewable in Humber communication/collaboration tools as well as other Humber solutions including (but not limited to) the student information system, the human resources management system, and the access control system. Digital photos may also be used and shared for investigative and law enforcement purposes as permitted by the Freedom of Information and Protection of Privacy Act. Photos of government-issued identification are solely used to validate that a submitted photo is a true likeness of the person who submitted it. Once one's submitted photo has been accepted or rejected, digital photos of government identification are immediately deleted.

9. Non-digital Credential

Humber may, at its sole discretion, issue identification badges (plastic identification cards) to individuals who do not have a mobile device to use for ONECard purposes. Note that the entitlement criteria for a badge is the same as it is for ONECard credentials. Each initial badge is free. Updated badges triggered by role changes, photo refreshes, and/or name changes are also free. Individuals must pick up their badge when it is ready in person (badges cannot be mailed [distance students/learners may be issued a badge at the discretion of the organization] and cannot be released to another person on the badge holder's behalf). Badges will only be released after an individual's identity has been confirmed via valid, government-issued, photo identification. Damaged and/or distressed badges (holes, bends, cracks, tears, faded content, etc.) may not be accepted and should be replaced. Humber reserves the right, at its discretion, to charge a replacement cost for lost, stolen, and/or damaged badges. Badges that no longer work, but show no visible damage, will be replaced at no cost. If a replacement or updated identification badge is issued, any and all previously issued badges must be returned. Note that Humber badges are Humber property and must not be altered or defaced in any way. Badges must also be surrendered to a duly authorized Humber official upon request. Identification badge pictures must be updated every five years.

10. Multiple Credentials

One may hold digital credentials or non-digital credentials but not both at the same time unless granted a short-term exemption from the Vice President, Human Resources & Organizational Effectiveness and/or the Vice President, Students & Institutional Planning.

11. Name Changes

All photo identification issued by Humber will include an individual's preferred first name and legal surname. Individuals who legally change their name may request replacement identification after formally changing their name with the appropriate agency as follows:

Constituency	Agency
Employees	Human Resources & Organizational Effectiveness
Students	Office of the Registrar
Learners	Continuous Professional Learning
Trusted Partners	Information Technology Services

12. Lost or Stolen Identification

Immediately report lost or stolen Humber photo identification (digital or otherwise) to the Department of Public Safety by calling 416.675.6622 and dialing extension 8500. Note that an e-mail and/or voice message does not constitute proper notification. One is responsible for

all transactions logged against one's Humber photo identification until it is deactivated. Humber is not responsible for services obtained via a lost or stolen identification.

13. Expiry

Photos must be refreshed/updated every five years or as requested by Humber.

14. Cancellation

Only individuals with an active relationship with Humber are entitled to Humber-issued photo identification. Humber reserves the right to cancel identification effective the last day an individual no longer satisfies the student, learner, employee, and/or trusted partner definition.

15. Revocation

At any time and without exception, Humber reserves the right, at its sole discretion, to revoke one's Humber photo identification (digital or otherwise) in the following circumstances:

- a) fraudulent use
- b) unauthorized use
- c) sharing, alteration, or duplication
- d) improper use

Re-issuance of revoked photo identification will be evaluated on a case-by-case basis. Note that violations may result in disciplinary actions under applicable law and/or Humber policies including the Code of Student Conduct and/or the Acceptable Use Policy for Digital Services.

16. Ownership

All digital photos produced by Humber are Humber property. If a person provides a digital image to Humber for photo identification purposes, in doing so they also grant Humber a perpetual and irrevocable right to use said image for the purposes set out in this Policy. All photo identification issued by Humber (digital or physical) is the sole property of Humber and must be immediately surrendered upon request of a duly authorized Humber official.

17. Questions

Questions regarding the application of the "Photo Identification Policy" may be directed to the Vice President, Human Resources & Organizational Effectiveness; the Dean of Students; and/or the Vice President, Digital Innovation & Chief Information Officer.

References:

[Academic Employees Collective Agreement](#)
[Acceptable Use Policy for Digital Services](#)
[Access & Privacy Policy](#)
[Code of Student Conduct](#)
[Criminal Code of Canada](#)
[I.T. Security Policy](#)
[Freedom of Information & Protection of Privacy Act](#)
[Support Staff Collective Agreement](#)