Effective protection of your data

Transparency in data transmission

You will always be able to see who is requesting the transmission of your data. Only officially authorised companies or public authorities may offer digital services that can be accessed with the eID card. By entering your PIN, you consent to the transmission of your data.

Combination of card and PIN is the key

Your eID card can only be used by others if they are in possession of your eID card and know your personal PIN.

Data transmission only when activated by you

Your data will only be transmitted if your eID card is connected to your smartphone or a card reader and the PIN has been entered.

Encryption of your data

Your data will always be transmitted with end-to-end encryption. This ensures that your data are protected against theft and misuse, including during transmission from a smartphone or computer.

Security advice

⚠️

- Never share your six-digit PIN. Do not reveal it to anyone.

- Your PIN should not be easy to guess, and it should not be taken from a sequence of numbers printed on your card.

- Always remove your eID card from your smartphone or card reader after use.

- Only use your eID card with devices or software from trusted operators or providers.

- If your eID card is lost or stolen, you are required by law to report this to your local Bürgeramt (municipal office) or a police station without delay.

The Federal Office for Information Security provides information on internet safety at: www.bsi.bund.de/EN

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Blocking hotline 116 116

Available 24 hours a day
You can block your eID card from being used online.

The blocking hotline can be reached free of charge from within the EU **24 hours a day, seven days a week** on **+ 49 116 116** (charges apply to calls from non-EU countries).

Please have the blocking code which was issued together with your eID card ready.
You can have the card unblocked at a Bürgeramt (municipal office).

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Contact and help

Federal Ministry of the Interior
Public Enquiry Service

Telephone
030 18 681 23333

Contact form
www.personalausweisportal.de/contact

Technical information regarding IT security and the eID card:

Federal Office for Information Security
Service Centre

Telephone
0800 274 1000
free of charge from a landline or mobile phone in Germany

Email
service-center@bsi.bund.de

The eID card for citizens of the EU and the EEA

Federal Ministry of the Interior

What your eID card can do

Your eID card

The printed information and your photograph confirm your identity when using your passport or national ID card.

### Using your eID card online

Your eID card provides a secure way to prove your identity to public authorities and businesses when you want to access services online. Your eID card is equipped with a chip for this purpose.

Using your eID card in person:
filling in forms automatically

When using your eID card at the office of a public authority or business, there is no need to complete your identification details by hand. Your data can simply be read electronically. This is quicker and prevents typing errors.

More information can be found here:
www.personalausweisportal.de/
electronic-identification
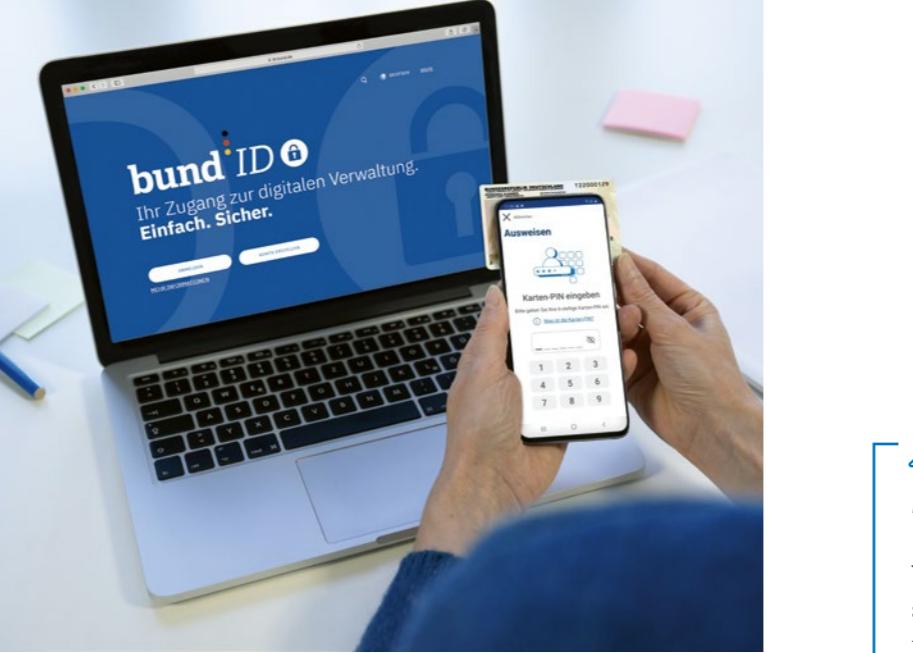
© BMI/Bundesdruckerei GmbH

What you need to verify your identity online

• Your eID card
• Your personal six-digit PIN
• A suitable smartphone or a card reader
• Suitable software (e.g. AusweisApp)
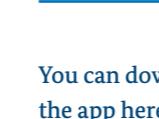
You can download the app here:
www.ausweisapp.bund.de/en/
download

How to verify your identity online

You can prove your identity to an online service that supports eID verification in just three simple steps.

1. The online service will ask you to confirm your identity.
   Follow the instructions in the app.

2. You will see which service provider is requesting access to your data and which data are required.

3. Only when you enter your six-digit PIN do you consent to the transmission of your data. The system checks if the service provider is officially authorised and transmits the requested data using end-to-end encryption.

Practical examples of how to use your eID card are available here:
www.personalausweisportal.de/
practical-uses

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Your personal PIN

The eID function is only available once you have set your personal six-digit PIN.
You decide if and when you set your PIN.

Forgotten your PIN?
The Bürgeramt (municipal office) provides information on how to reset your six-digit PIN.

Information on how to set your PIN can be found at:
www.personalausweisportal.de/
pin-letter

For more information regarding your eID card, please visit:
www.personalausweisportal.de/en