

**STANDARD OPERATING PROCEDURES**  
on the  
implementation and use of  
Automated Clearance Systems  
NIA's e-Gate and EasyPASS

**1. Introduction**

The Taipei Representative Office in the Federal Republic of Germany and the German Institute Taipei exchanged the cooperation arrangement on the use of automated immigration clearance systems known as National Immigration Agency (NIA) e-Gate in Taipei and EasyPASS-Registered Traveller Program (EasyPASS-RTP) in Germany (thereafter referred to as NIA's e-Gate and EasyPASS respectively) on a mutual basis for the holders of a Taiwanese electronic travel document and the holders of a German electronic travel document.

The implementation for the mutual use of the respected automated immigration clearance systems will be further documented in this Standard Operating Procedures (SOP).

The SOP specify the enrollment criteria for the use of NIA's e-Gate and EasyPASS, the enrollment process, the clearance at NIA's e-Gate and EasyPASS, and personal data management.

**2. Criteria for the mutual use of NIA's e-Gate/EasyPASS**

**2.1 General participation criteria**

- i. Membership in the respective national or regional facilitation program is expected to be valid only for a limited period of time (see further in the respective enrollment process).
- ii. If a participant renews his/her travel document, he/she must register again.

## **2.2 Enrollment criteria for German registrants to use NIA's e-Gate**

- i. A holder of German e-passport, who is on a short-stay visit (tour, business etc.) to Taiwan;
- ii. At the age of 18 or above, and at least 140 cm tall; and
- iii. Does not have adverse record in Taiwan.

## **2.3 Enrollment criteria for Taiwanese registrants to use EasyPASS**

- i. Taiwanese holding an e-passport which include an identity card number; who is on a short-stay visit (tourism, business etc.) or holding a German residence permit or a German long-term-visa,
- ii. At the age of 18 and above; and
- iii. Does not have an adverse record in the databases accessible for Germany.

## **3. Enrollment process**

Both Taiwanese and German registrants are required to enroll on-site for the use of NIA's e-Gate/EasyPASS. German registrants should perform enrollment at any of the enrollment centers in Taiwan whereas Taiwanese registrants should perform enrollment at any of EasyPASS enrollment centers in Germany after completing arrival immigration inspection.

### **3.1 Enrollment process for German registrants**

- i. A German registrant should visit one of the enrollment centers for enrollment in Taiwan. The location of enrollment centers can be found on the NIA website (<https://www.immigration.gov.tw>).
- ii. Upon enrollment, the German registrant is required to provide his/her German e-passport, which is valid for at least 6 months to the enrollment officer.
- iii. The German registrant will be required to submit an electronic application form displayed on screen by the enrollment officer. The enrollment officer

- will take a photo and fingerprint images of the German registrant.
- iv. If an adverse record is found, the German registrant will be refused for the enrollment. When grounds for disqualification are found, the registrant would be terminated from using the e-Gate.
  - v. If enrollment is successful, a sticker will be affixed to the last page of the passport held by the registrant for identification.
  - vi. Enrollment fee is not required.
  - vii. An enrolled German registrant who intends to opt out from the e-Gate service is required to visit one of the enrollment centers in person for cancelling the enrollment. The cancellation of enrollment service is free of charge.
  - viii. The enrolled German registrant can use e-Gate until 6 months prior to his/her passport expiry date (the German e-passport with validity of at least six months upon arriving in Taiwan). When an enrolled German registrant renews his/her passport, he/she must enroll again.
  - ix. Existing members of e-Gate will lose their membership once they obtain an Alien Resident Certificate (ARC) in Taiwan. ARC holders are eligible to use e-Gate at the immigration checkpoints of Taiwan after re-enrollment. More information can be found on the website of NIA (<https://www.immigration.gov.tw>).
  - x. The immigration officer may require German registrants to use manual inspection counter.

For any enquiry relating to the enrollment for the use of NIA's e-Gate registrants can send an e-mail to <https://bossmail.immigration.gov.tw/mail-box/mailindexEN.jsp>

### **3.2 Enrollment process for Taiwanese registrants**

- i. A Taiwanese registrant should visit one of the enrollment centers. The location of the enrollment centers can be found on the EasyPASS website:

[www.easypass.eu](http://www.easypass.eu).

- ii. Upon enrollment, the Taiwanese registrant is required to produce his/her e-passport to the enrollment officer. The enrollment officer will not process the enrollment for the registrant when the passport fails to be a valid Taiwanese e-passport.
- iii. The Taiwanese registrant will be required to submit an application form, which will be provided in paper by the enrollment officer. The application form is also available for download in advance from the EasyPASS website and can be filled in electronically. A printout of the application form is required for registration in that case.
- iv. A record check against the accessible databases will be performed. If an adverse record is found, the registrant will be refused for the enrollment.
- v. If enrollment is successful, the registrant's data will be stored in the EasyPASS-RTP-database.
- vi. Enrollment fee is not required.
- vii. An enrolled registrant who intends to opt out from EasyPASS either can do that in person in an enrollment center or can otherwise submit his/her intention in written form. Upon the opt out, enrollment officers will delete the data in the EasyPASS-RTP-database. The cancellation of enrollment is free of charge.
- viii. In accordance with EU law, first access to EasyPASS-RTP can be granted to holders of a travel document issued by the Taiwanese authorities only for a maximum of one year. Access to EasyPASS-RTP may be extended for a maximum of a further five years or until the end of the validity period of the travel document or any issued multiple-entry visas, long-stay visas and resident permits, whichever is shorter. In case of renewal, the registrant will be reassessed annually to ensure that the requirements continue to be met based on current data. This reassessment may be performed when border checks are carried out.
- ix. The registrant can use EasyPASS as described in the Cooperation

Arrangement.

For any enquiry relating to the enrollment for the use of EasyPASS, registrants can send an e-mail to [easypass@polizei.bund.de](mailto:easypass@polizei.bund.de)

#### **4. Clearance under NIA's e-Gate/EasyPASS**

##### **4.1 Clearance at NIA's e-Gate**

German registrants can use NIA's e-Gate after successful enrollment. The clearance flow is as below:

- i. German registrants can use the e-Gate after completing an online Arrival Card before every visit at: <https://niaspeedy.immigration.gov.tw/webacard/>
- ii. German registrants must place his/her passport on the document reader so that the data page faces down to the scanner and the rest of the passport lays flat against the kiosk. If the passport is in a cover, this needs to be removed beforehand.
- iii. If the passport validation is successful, the first set of glass doors will open. When indicated, the registrant has to remove the e-passport and step forward into the booth, positioning himself/herself at a certain distance to the camera. (there are markings on the floor) If the validation is not successful, the registrant will be advised to an immigration officer who performs a manual check.
- iv. The registrant should put his/her index fingerprints on a scanner, look straight at the camera, and the booth will match his/her face to the photograph held in the chip in the passport.
- v. The registrant can exit through the second set of glass doors when the process was successful. If not successful, the registrant will be advised to an immigration officer who performs a manual check.

##### **4.2 Clearance at EasyPASS**

- i. The Taiwanese registrant must place his/her passport on the document reader

so that the data page faces down to the scanner and the rest of the passport lays flat against the kiosk.

- ii. The kiosk will read the bio-data page and the chip of the passport for retrieving the relevant information for record check. If it is a valid electronic passport and a registration has been found, the entrance door will open. If not, the registrant will be advised to use a counter for manual border checks.
- iii. Inside the EasyPASS gate, registrants have to look directly at the camera located above the monitor in the exit door. The system then compares the passport photo to the live image. After successful verification, the registrant sees a sign in the exit door indicating the next process step. The registrant follows the instructions according to the display.
- iv. When an additional control symbol is displayed in the exit door, the registrant must proceed to the control booth, which is located directly behind the EasyPASS gate. An officer will then carry out any further or missing process steps (in accordance with the Schengen Borders Code).

## **5. Exchange of application statistics**

NIA and the Federal Police will exchange the number of registrants for NIA's e-Gate/EasyPASS respectively on a monthly basis. The figures up to the previous month will be sent in the beginning of the following month through the designated email address.

## **6. Personal data management**

### **6.1 Personal data collected by NIA**

- i. The collection, use, maintenance, and retention of the personal data provided by German registrants will be processed by the NIA in accordance with the provisions of the Personal Information Protection Act of Taiwan.
- ii. German registrants will provide their personal data to the NIA upon applying for e-Gate at the enrollment centers. Enrollment may be denied if such data is

insufficient.

- iii. The personal data collected will only be used for the purposes of making application for e-Gate, verifying eligibility for use of e-Gate, and fulfilling related studies of e-Gate statistics.
- iv. NIA will take all practicable steps to ensure that the personal data is protected against unauthorized or accidental access, processing, loss or use.
- v. German registrants can make request to the NIA to access to and correct own personal data.

## **6.2 Personal data collected by Federal Police**

- i. The Federal Police Headquarters (address: Heinrich-Mann-Allee 103, 14473 Potsdam, e-mail: easypass@polizei.bund.de) will be responsible for the collection, processing and use of data and also ensures the necessary data security.
- ii. The personal data of the Taiwanese registrants in the EasyPASS process will only be used by the Federal Police and only to carry out the necessary measures in this procedure. Unneeded data will be deleted immediately.
- iii. As soon as an individual participation or the proceeding is terminated, all data stored in the context of EasyPASS will be deleted immediately or rendered anonymous in such a manner that a reference to the person is no longer possible.

## **7. Publicity**

The participants will provide the opportunity to each other to preview and discuss the contents of public relations on the implementation of this arrangement, before releasing the public relations materials on the mutually agreed date. Public relations materials may include, but not limited to, the following items:

- i. Press release;
- ii. Information leaflets; and
- iii. Webpage information

## **8. Confidentiality**

The participants mutually decide to regard the exchanged documents and this SOP as confidential, to use them only for the purpose of the implementation of this arrangement and not to provide it to a third party on any occasion.