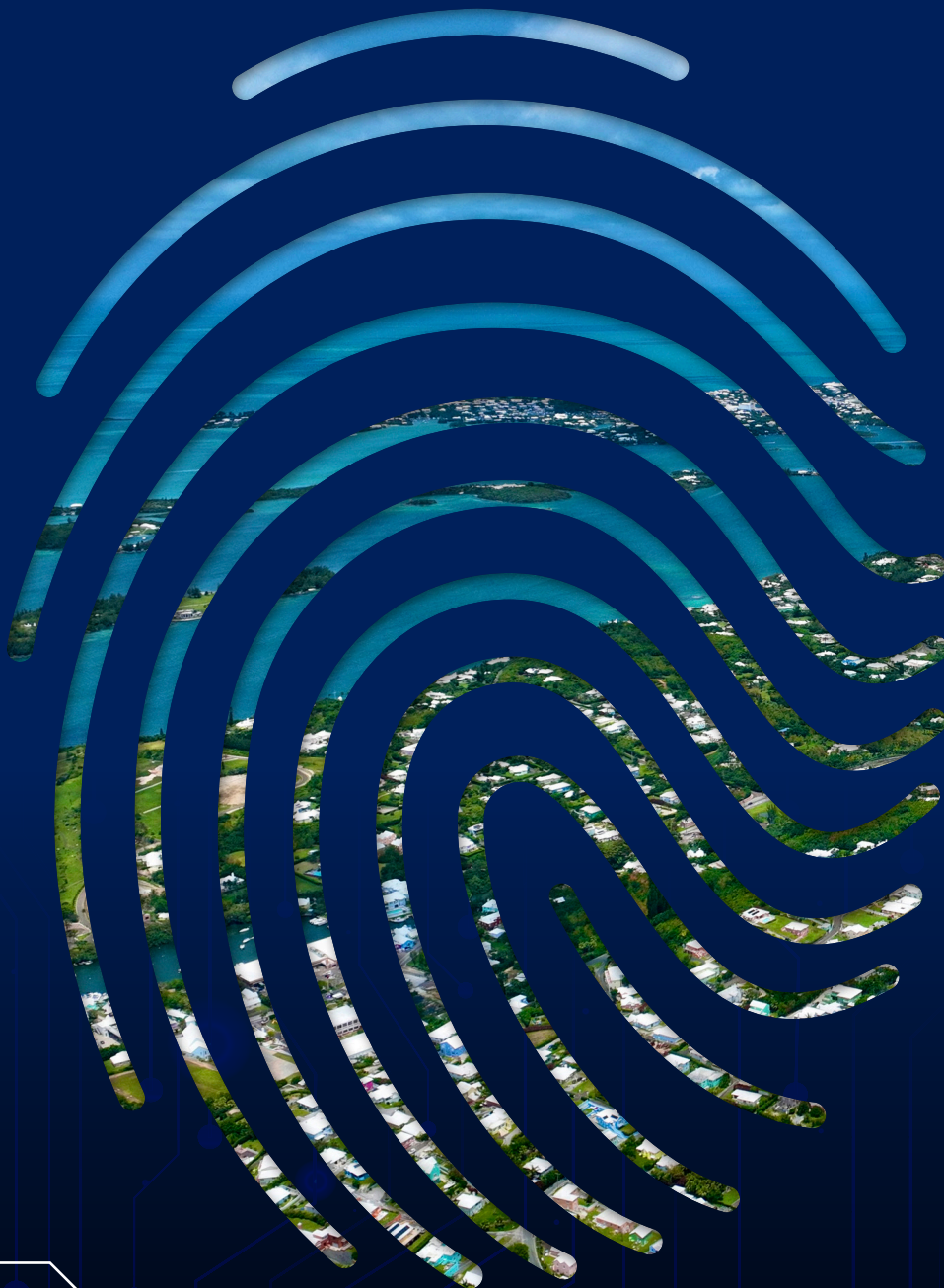


BERMUDA

Digital Identity

USING DIGITAL IDENTITY TO IMPROVE ACCESS TO SERVICES.
WITH A FOCUS ON PRIVACY, SECURITY AND INCLUSITIVITY.



2026



GOVERNMENT OF BERMUDA
Ministry of Economy and Labour

Bermuda Digital Identity

The Government of Bermuda is beginning an early and exploratory process to better understand how a digital identity could support residents and services in the future. As part of this work, Government will be issuing a Request for Pre-Supplier Qualifications (RPSQ), a standard procurement step used to identify organisations with relevant experience in delivering digital identity solutions elsewhere. This process is not a decision to introduce a digital identity system, nor does it signal the start of implementation. Instead, it is an opportunity to gather information, learn from international experience, and better understand the options, opportunities, and safeguards that would be required for Bermuda. Government is taking a measured and transparent approach, recognising that any future decisions should be informed by careful research, public dialogue, and a clear understanding of the potential impacts on residents and businesses.



What is a Digital Identity?

A digital identity is simply a secure and trusted way for a person to prove who they are when accessing services. In the same way that people may present a passport, driver's licence, or other form of identification, a digital identity could provide a convenient way to verify identity online or through digital services. The objective is to make interactions easier while maintaining strong security. Rather than repeatedly providing the same documents to multiple organisations, individuals could use a trusted digital credential to confirm their identity when accessing services such as healthcare, banking, or government programmes. At its heart, the concept is about enabling secure, efficient, and user-friendly access to services while giving people greater confidence in how their information is handled.



What Could the Benefits Be?

A well-designed digital identity system has the potential to create benefits for both residents and organisations. For residents, it would make access to services simpler and more convenient by reducing the need to repeatedly submit identity documents and complete the same verification processes. It would also strengthen protection against fraud and identity theft by providing more reliable methods of confirming identity. For businesses and service providers, digital identity would support more efficient onboarding processes, reduce administrative burdens, and improve confidence in identity verification. More broadly, it would contribute to a more connected and modern service environment across Bermuda. It is important to emphasise that these benefits are still being explored at this stage. The current work is focused on assessing whether, and how, such benefits could be achieved in a manner that reflects Bermuda's needs and expectations.



Learning from International Experience

Around the world, governments and organisations are exploring different approaches to digital identity. Some jurisdictions have successfully developed systems that help residents access services more easily, while others have highlighted important lessons about privacy, governance, and public trust. Bermuda's approach is not to replicate another country's model but to learn from these experiences and consider what may be appropriate for a small island community with its own unique legal, social, and economic environment. The upcoming pre-qualification process will help Government better understand what solutions are available, what challenges have been encountered elsewhere, and what best practices should be considered if Bermuda were to move forward in the future.



Privacy is a Core Principle

Protecting personal information is one of the most important considerations in any discussion about digital identity. If Bermuda were to introduce such a system, privacy would be a fundamental design principle from the outset. This means that any future approach would focus on ensuring that individuals maintain visibility and control over how their information is used. Information would only be shared where necessary for a specific purpose, with residents provided with clear information about who is requesting the information and why it is being requested. Government's exploratory work is guided by the principle of "privacy by design," which means privacy protections are built into systems from the beginning rather than added later. Any future solution would need to comply with Bermuda's privacy and data protection legislation, chiefly the Personal Information Protection Act (PIPA).



Security Matters

Security is equally important. Any future digital identity system would need to provide strong protections against cyber threats, fraud, and identity theft. This includes robust methods of verifying identity, protecting personal information, and ensuring the reliability of services.

Government is exploring how modern technologies and established international practices can help create a secure environment in which residents and organisations can interact with confidence. Before any decisions are made, significant attention would be given to understanding the legal, operational, and security safeguards required to protect both individuals and the wider community.



An Inclusive Approach

The Government recognises that every resident has different needs and experiences when accessing services. Inclusivity is therefore a key consideration in the exploration of digital identity. Any approach would need to ensure that the system is accessible to people with varying levels of digital confidence, different abilities, and differing access to technology. It would also need to consider residents who may face challenges providing traditional forms of identification. The aim would be to ensure that no one is excluded from accessing services and that appropriate alternatives and support options remain available. A successful digital identity programme must be trusted, accessible, and beneficial to the entire community.



What Happens Next?

The next step in this exploratory process is the release of the Request for Pre-Supplier Qualifications. This will enable Government to identify organisations with relevant experience and obtain a better understanding of the practical, legal, operational, and technical considerations involved in implementing a digital identity solution. The information gathered through this process will help Government better understand what approaches may be suitable for Bermuda, what safeguards would be required, and what further work may be necessary. At this stage, the focus remains on learning and evaluation rather than implementation. Any future decisions will be informed by the evidence gathered, engagement with stakeholders, and careful consideration of public interest.



Public Engagement Will Be Important

The Government understands that digital identity is an important and sometimes sensitive topic. For this reason, transparency and public participation will be central to the Government's approach as it considers digital identity in Bermuda.

Residents will have opportunities to learn more about digital identity, ask questions, raise concerns, and provide feedback throughout the exploratory process. Public engagement will help ensure that different perspectives are heard and that any future direction reflects the values, expectations, and needs of Bermuda's community. Building trust requires open dialogue, and Government is committed to providing opportunities for meaningful public engagement before any decisions are made.

Our Commitment

Government's commitment is to approach this work carefully, responsibly, and transparently. The current phase of the digital identity initiative is about exploring possibilities rather than implementing a solution. By gathering information, reviewing international experience, engaging with residents, and considering Bermuda's unique circumstances, Government aims to develop a clear understanding of whether a digital identity could provide benefits to the country in the future. If Bermuda chooses to move forward with digital identity, the goal would be to do so in a way that is secure, inclusive, respectful of privacy, and responsive to the needs and expectations of the community it is intended to serve.



