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# Information technology — Cross-jurisdictional and societal aspects of implementation of biometric technologies — Pictograms, icons and symbols for use with biometric systems

## Part 5: Face applications



# AS ISO/IEC 24779.5:2025

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# Preface

This Standard was prepared by the Standards Australia Committee IT-032, Biometrics and Identification.

The objective of this document is to outline communication with the data capture subject.

This document contains a set of pictograms, icons and symbols to help the general public understand the concepts and procedures for using electronic systems that collect and/or evaluate facial images. Operators can use this document, with the possibility of using additional symbols and information. This set of pictograms, icons and symbols is designed to be used to—

(a) identify the type of biometric sensor; and

(b) provide supporting instructions related to facial image collection.

To provide this functionality, the set of pictograms, icons and symbols includes both directional pictograms, icons and symbols and action or feedback pictograms, icons and symbols. The facial image pictograms, icons and symbols include—

(i) facial image capture;

(ii) single person;

(iii) no hat;

(iv) no sunglasses;

(v) neutral expression;

(vi) hair up; and

(vii) view direction.

Although the pictograms, icons and symbols are presented individually, the pictograms, icons and symbols are intended to be combined to fully illustrate the facial image capture interaction. For example, in a customs or immigration environment, procedures constructed from the individual pictograms, icons and symbols could be presented as—

(A) a series of posters while passengers are in the queue;

(B) a series of transitional frames in a biometric booth;

(C) an animated video or series of transitional frames while passengers are in the queue; and

(D) instructional leaflets for passengers to read in the queue.

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(1) In the source text “the ISO/IEC 24779 series of standards” should read “this document”.

(2) A full point substitutes for a comma when referring to a decimal marker.

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The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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# How to read this Standard

This page explains the meaning of the language and structure of this Standard.

Refer to Standards Australia's Standardisation Guide 006 for more details about drafting rules.

Australian and Australian/New Zealand Standards are voluntary unless they are referenced in legislation or called up in contracts.

**Requirements**

To conform to a Standard, all requirements in the Standard need to be met.

A requirement is any statement in the Standard which uses the word "shall".

**Recommendations, permissions and possibilities**

The following words are commonly used in Standards, but statements using them do not have to be followed to conform to the Standard:

(a) "should" means that something is recommended.

(b) "may" means that something is permitted.

(c) "can" means that something is possible.

**Structure of Standards**

A Standard always has the following parts:

(i) The Preface states who developed the Standard, what the Standard is aiming to do, and how it relates to other documents.

(ii) The Scope states what the Standard is about, what it covers and what it does not cover.

(iii) The Normative references clause lists other documents that are referenced in the Standard as part of requirements.

(iv) The Terms and definitions clause defines important terms to help with understanding the Standard.

A Standard may also include other parts, such as the following:

(1) A normative appendix sets additional requirements that need to be conformed to.

(2) An informative appendix provides additional information or guidance. They usually do not contain requirements. If an informative appendix does contain requirements, the Standard will explain when those requirements apply

(3) A Bibliography lists documents referenced in the Standard but not as part of requirements.

Many Standards include notes. Notes provide recommendations and/or guidance only. They never contain requirements.

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# Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by ISO/IEC JTC 1, *Information technology*, SC 37, *Biometrics*.

A list of all the parts in the ISO 24779 series, can be found on the ISO website.

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# Introduction

A major public application of biometric authentication today is likely to be passports, but in the near future it is probable that biometrics recognition will be used in other public terminals. These terminals will be located in a variety of environments including unsupervised, a terminal supervised by an attendant or only partly supervised, for example an attendant supervising a number of terminals or observed via CCTV and an audio link.

Language-independent symbols that indicate the modality of biometrics and/or instructions, such as icons, will be particularly important for occasional users. In general it is desirable for there to be more than one mode of presentation (e.g. visual and audible or tactile). Only visual presentation is addressed in the ISO/IEC 24779 series.

A standard family of pictograms, icons and symbols is necessary since, in the absence of widely used standard pictograms, icons and symbols, manufacturers will adopt their own proprietary pictograms, icons and symbols for display on screens. This is likely to lead to confusion, e.g. for public users of self-service terminals.

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# Information technology — Cross-jurisdictional and societal aspects of implementation of biometric technologies — Pictograms, icons and symbols for use with biometric systems

## Part 5: Face applications

## 1 Scope

The ISO/IEC 24779 series of standards focuses on communication with the data capture subject.

This document contains a set of pictograms, icons and symbols to help the general public understand the concepts and procedures for using electronic systems that collect and/or evaluate facial images. Operators can use this document, with the possibility of using additional symbols and information. This set of pictograms, icons and symbols is designed to be used to:

— identify the type of biometric sensor;

— provide supporting instructions related to facial image collection.

To provide this functionality, the set of pictograms, icons and symbols includes both directional pictograms, icons and symbols and action or feedback pictograms, icons and symbols. The facial image pictograms, icons and symbols include:

— facial image capture;

— single person;

— no hat;

— no sunglasses;

— neutral expression;

— hair up;

— view direction.

Although the pictograms, icons and symbols are presented individually, the pictograms, icons and symbols are intended to be combined to fully illustrate the facial image capture interaction. For example, in a customs or immigration environment, procedures constructed from the individual pictograms, icons and symbols could be presented as:

— a series of posters while passengers are in the queue;

— a series of transitional frames in a biometric booth;

— an animated video or series of transitional frames while passengers are in the queue;

— instructional leaflets for passengers to read in the queue.

## 2 Normative references

There are no normative references in this document.

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