Fraport

Factsheet

Digital Contactless Travel at Frankfurt Airport

Together with its system partners, Fraport AG is expanding its digital and contactless travel experience for passengers at Frankfurt Airport (FRA). Biometric technology will play a key role here. Automatic facial recognition will replace the need for passengers to show their documents – offering a quick and convenient service.

Biometric travel processes
Up to 50% of selected touchpoints at FRA are to be fitted with biometric technology over the next coming months.

Mobile check-in	*Assisted check-in*	*Self-service check-in*	*Self-service baggage drop-off*
Before security	*Access to airline lounge*	*Self-service boarding*	*Assisted boarding*

What are biometrics?
Biometrics refers to the measurement and analysis of a person's physical features. The word is derived from the Greek and essentially means "measurement of life". Biometric features can be used to clearly identify a person as they are unique and inextricably linked to a certain individual.

How do biometrics work?
Biometric identification is based on fingerprints, facial features or retinal scans. Government agencies, airlines and the airport operator Fraport use automated facial recognition for the passenger journey at the airport.

How do I sign up?
At Frankfurt Airport, all travelers can register for biometric identification using designated machines in the terminal. The registration is valid only for this day and the flight booked (day of travel enrollment). Passengers traveling on Star Alliance airlines who are members of the Miles & More program can sign up in the *"Star Biometric Hub"* via the Miles & More app. Registering this way means that they can use biometric identification for all future Lufthansa Group passenger flights.

How long is my data stored for?

Day of travel enrollment: data provided on the day is stored in a local database at Frankfurt Airport and used for passenger recognition during the travel process on that day, including for check-in, pre-security checks and boarding. The biometric data is deleted three hours after the actual departure time.

Star Biometric Hub: Lufthansa Group passengers can store their data permanently in a database at one of the participating Group airlines.

Is biometric travel secure?

Personal data, such as photographs and other identifying features, is encrypted and securely stored within the platform. The system was developed in line with applicable data privacy laws from the outset and on the basis of the latest facial recognition technology. Personal data storage is kept to a minimum. For example, no customer names are stored.

How is the biometric travel process at Frankfurt Airport being developed further?

Biometric technology is continuously being incorporated into further travel process stages at Frankfurt Airport. Nevertheless, passengers may still opt to travel the "old" way by showing a ticket and official ID.

Biometric touchpoints at FRA

Terminal 1

Operational:
Pre-security checkpoints, Pier A; Level Z,
Gates A11, A13, A14, A15, A16, A17, Z62

From October 2023:
Pre-security checkpoints, Pier B East and West,
Gates B27, B42, B45, B46

Terminal 2

From November 2023:
Pre-security checkpoints, Levels 2 and 3,
Gates E9, E5, D26, D24