EESTI STANDARD

EVS-EN 1332-4:2007

Identification card systems - Man-machine interface - Part 4: Coding of user requirements for people with special needs

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EVS **EESTI STANDARDIKESKUS**

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 1332-4:2007 sisaldab Euroopa standardi EN 1332-4:2007 ingliskeelset teksti.	This Estonian standard EVS-EN 1332-4:2007 consists of the English text of the European standard EN 1332-4:2007.
Käesolev dokument on jõustatud 21.08.2007 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.	This document is endorsed on 21.08.2007 with the notification being published in the official publication of the Estonian national standardisation organisation.
Standard on kättesaadav Eesti standardiorganisatsioonist.	The standard is available from Estonian standardisation organisation.

Käsitlusala: This European Standard defines the data objects to be stored within an integrated circuit(s) card and exchanged in order to enable integrated circuit(s) card accepting terminals to identify specific user interface preferences. The preference information may be used by terminals to configure appropriate methods of communicating with the user during a transaction process. The European Standard also specifies a mechanism for the retrieval of the user preference information from an integrated circuit(s) card and for the combination of data objects to form particular user profiles, through the assignment of unique tags. Formats and detailed definitions of single data objects are specified, however, the exact method of storage of data within the integrated circuit(s) card is outside the scope of this European Standard.	**Scope:** This European Standard defines the data objects to be stored within an integrated circuit(s) card and exchanged in order to enable integrated circuit(s) card accepting terminals to identify specific user interface preferences. The preference information may be used by terminals to configure appropriate methods of communicating with the user during a transaction process. The European Standard also specifies a mechanism for the retrieval of the user preference information from an integrated circuit(s) card and for the combination of data objects to form particular user profiles, through the assignment of unique tags. Formats and detailed definitions of single data objects are specified, however, the exact method of storage of data within the integrated circuit(s) card is outside the scope of this European Standard.

ICS 35.040, 35.240.15

Võtmesõnad:

EUROPEAN STANDARD

NORME EUROPÉENNE

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EN 1332-4

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English Version

Identification card systems - Man-machine interface - Part 4: Coding of user requirements for people with special needs

Systèmes de cartes d'identification - Interface homme-machine - Partie 4: Codage des prescriptions utilisateur pour les personnes ayant des besoins spécifiques

Identifikationskartensysteme - Mensch-Maschine-Schnittstelle - Teil 4: Codierung von Benutzeranforderungen für Personen mit besonderem Bedarf

This European Standard was approved by CEN on 16 May 2007.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Contents

Foreword

This document (EN 1332-4:2007) has been prepared by Technical Committee CEN/TC 224 "Personal identification, electronic signature and cards and their related systems and operations", the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 2007, and conflicting national standards shall be withdrawn at the latest by December 2007.

This document supersedes EN 1332-4:1999.

This document is a major revision of the previous version EN 1332-4:1999. The number of tags has been increased from 17 to 42. The grouping of preferences has been reorganised to make it more intuitive and notes have been added to draw attention to possible incompatible tag settings.

This European Standard is one of a series of standards, under the general title "Identification card systems - Man-machine interface" and the different parts are the following:

— *Part 1 : Design principles for the user interface*

— *Part 2 : Dimensions and location of a tactile identifier for ID-1 cards*

— *Part 3 : Key-pads*

— *Part 4 : Coding of user requirements for people with special needs*

— *Part 5 : Raised tactile symbols for differentiation of application on ID-1 cards*

In addition there is a Technical Specification on Guidance on Design for Accessible Card Activated Devices.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

Machine readable cards facilitate the provision of a growing variety of services across Europe. The purpose of EN 1332 is to increase the accessibility of these services for the benefit of consumers. This will be achieved by facilitating the inter-sector and cross-border interpretability of machine readable cards and to do so with the maximum possible degree of user-friendliness.

EN 1332 addresses the needs of all users, including people with special needs, for example the aged, minors, the disabled, the visually impaired, those with learning difficulties, first time users, those not conversant with the local language.

EN 1332 specifies:

a)   design principles for the user interface (including symbols) to be incorporated into design of card operated equipment, but not the machine operations associated with the selection and delivery of goods or services;

b)   tactile identifier to be incorporated into the design of machine readable cards;

c)   standard layout for the keypads of card operated equipment;

d)   coding of user requirements for people with special needs;

e)   tactile markings for differentiating cards by application.

The contents of EN 1332 are generically based, not sector specific, and cover card operated equipment. It is recognised that the equipment can also be operated by other means, such as the insertion of notes and coins, but the scope of this standard has been, as indicated, narrowly defined.

The objective of establishing a standard on the coding of user requirements for people with special needs is to enable cardholders, in particular elderly and disabled people, to make better use of cardholder operated equipment accepting integrated circuit(s) cards (e.g. cash dispenser, ticket machine, vending machine), which is becoming more and more widespread in Europe. This also enables service providers to ensure that their equipment, and the services provided, can be made responsive to individual cardholder requirements.

Current standards for some specific industry sectors, for example finance or healthcare, which include handling of sensitive information may not include user preference data. If issuers of cards in these sectors whish to make use of the tags specified in EN 1332-4 they should consider placing this information on the card in a separate dataset or in separate media.

1 Scope

This European Standard defines the data objects to be stored within an integrated circuit(s) card and exchanged in order to enable integrated circuit(s) card accepting terminals to identify specific user interface preferences. The preference information may be used by terminals to configure appropriate methods of communicating with the user during a transaction process.

The European Standard also specifies a mechanism for the retrieval of the user preference information from an integrated circuit(s) card and for the combination of data objects to form particular user profiles, through the assignment of unique tags.

Formats and detailed definitions of single data objects are specified, however, the exact method of storage of data within the integrated circuit(s) card is outside the scope of this European Standard.

This European Standard is applicable to the scenario where the cardholder operates the card accepting equipment (e.g. a cash dispenser, ticket machine, vending machine) and to integrated circuit(s) cards conforming to ISO/IEC 7816-4 and ISO/IEC 7816-6 and personalised to the individual cardholder.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 639 (all parts), *Codes for the representation of names of languages*

ISO/IEC 7816-4:2005, *Identification cards - Integrated circuit cards - Part 4: Organization, security and commands for interchange*

ISO/IEC 7816-6:2004, *Identification cards - Integrated circuit cards - Part 6: Interindustry data elements for interchange*

ISO/IEC 8825-1:2002, *Information technology - ASN.1 encoding rules: Specification of Basic Encoding Rules (BER), Canonical Encoding Rules (CER) and Distinguished Encoding Rules (DER)*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1
data element

[ISO/IEC 7816-4:2005]

3.2
data object

[ISO/IEC 7816-4:2005]

3.3
primitive/constructed data objects

[ISO/IEC 8825-1:2002]