

COMPLY TO FLY? FINDINGS



March 2024 - June 2025
Timeline of collection for
operational program findings



Scorecards

420

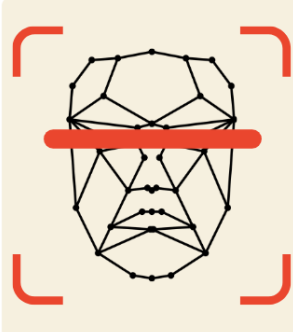
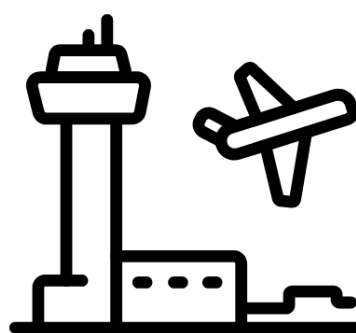
Verified scorecards
submitted by travelers



Airports

91

Domestic airports visited
by travelers in the U.S.



Transparency Gaps



56%

DID NOT SEE OPT OUT INFO
on airport signage about TSA
facial recognition



74%

DID NOT RECEIVE NOTICE
about use of TSA facial recognition



Consent Gaps



99%

WERE NOT
VERBALLY TOLD OF
RIGHT TO OPT OUT
BY TSA OFFICER



51%

UNABLE OR TOO UNCOMFORTABLE TO ACT
ON RIGHT TO OPT OUT OF TSA FACE SCANS

Did not know opt out was an option, were
scanned before they could opt out, did not
feel comfortable opting out, fear that opting
out could lead to negative consequences
and/or requested to opt out but were denied



Overall Concerns

87%



Travelers from the
operational period who
shared concerns about
the program including
minors being scanned,
surveillance risks, and
more



Data Handling

33%



Travelers who shared
concerns about data
handlings.

Includes data sharing,
lack of data privacy,
distrust over deletion
of face data, and more



Negative Treatment

Travelers who reported
negative treatment by TSA
officers, out of the 192
travelers who shared their
treatment by TSA.

Includes verbal abuse, public
shaming, and perceived
additional scrutiny

67%

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