

## G 02: COLLECT AND SHARE INFORMATION ON MIGRANTS, SUBJECT TO PRIVACY, CONFIDENTIALITY, AND THE SECURITY AND SAFETY OF MIGRANTS



### WHY IS IT IMPORTANT?

Past experience shows that migrants often remain invisible during a crisis, and face obstacles in accessing emergency relief and services. To protect migrants when conflicts or natural disasters erupt, States, private sector actors, international organizations and civil society need information about migrant populations.

Information on the number, location and demographics of migrants can enable stakeholders to understand the general nature and scope of needs in the context of crises and plan appropriate responses, including necessary services. Information on the condition of migrants, their contact information, emergency and family contacts, and specific vulnerability and needs is also important.

Some migrants may have reservations against sharing contact and other information with State authorities and becoming more 'visible'. In collecting, handling and sharing information containing migrants' personal details, stakeholders need to act in accordance with data protection and privacy standards. Stakeholders should also ensure informed consent.

#### Lessons from the Libya crisis (2011)

The Libyan uprising, which descended into conflict during the first months of 2011, forced hundreds of thousands of migrants, and especially vulnerable migrant workers, to flee across international borders in a matter of months. Stranded at border points, these migrants had pressing humanitarian needs. One significant challenge for humanitarian actors was assessing the number of migrants who were in need of assistance. The available data was very limited as to the numbers of migrants by nationality or location in Libya: according to estimates, approximately 2.5 million migrants were present in Libya before the crisis, but governments and international organizations had no clear picture of the actual number and of the number of migrants by nationality or location, which required continuous adjustments to the planning of response and evacuation efforts.

# REGISTRATION SYSTEMS FOR CITIZENS ABROAD

## STATES OF ORIGIN

Many countries have travel registration systems which can provide national authorities with information on citizens abroad, allow authorities to maintain communication channels with citizens and provide them with useful information in the event of a crisis. Registration is usually voluntary. States can take measures to increase migrants' use and engagement with registration systems by disseminating information about the travel-registry and its purpose through websites, social media and posters (e.g. at airports and travel centres) and by creating free, user-friendly, simple to update online systems that request minimal personal information.

### [Chile Goes with You - A voluntary website for registration, Chile](#)

The Chilean Ministry of Foreign Affairs launched the initiative "Chile Goes with You" ("Chile va contigo"), which is a website with the purpose of keeping Chilean travelers informed, helping them and their families to have a safe trip. The portal provides information on travel requirements and includes a search tool for the entire consular network of Chile abroad, the services the user may request and those that the Consulate cannot provide or help with. In addition, the site features a voluntary registration platform for travelers, which is an invaluable tool to be able to locate and assist Chilean citizens abroad in the case of natural disasters or other types of crisis affecting them in their host country.

### [Where Are We In The World - Registration system for citizens abroad, Italy](#)

"Dove siamo nel mondo" is a service of the Italian Ministry of Foreign Affairs that allows Italian citizens temporarily abroad to report - on a voluntary basis - personal data in order to allow the Ministry's Crisis Units to plan more rapid and precise rescue operations in the event of an emergency. It is possible to report the trip through the web portal, by SMS, phone, and through the Smartphone Application. Travel data will be used exclusively for institutional purposes, in order for Italian citizens to be tracked in cases of special gravity and serious emergencies. The data is automatically deleted two days after the indicated end date of the trip.

# REGISTRATION SYSTEMS UPON ARRIVAL

## HOST STATES

To adequately integrate the needs of migrants into emergency planning and responses, host States must have an understanding of the numbers, locations and characteristics of migrant populations, including biographic information, nature of travel and duration of stay. Information on people entering a country through regular means may be captured in immigration registers at ports of entry, as well as in registers or databases administered by local authorities. Censuses may also be a useful avenue through which relevant information can be gathered.

### [Victoria's Community Profiles and Factsheets, Australia](#)

Community Profiles and Factsheets are produced for the top 100 overseas birthplace groups in the State of Victoria. The profiles are prepared based on data and terminology supplied by the Australian Bureau of Statistics and collected in the 2011 national Census of Population and Housing, which includes the collection of information on foreign-born population residing in the country. Each profile includes a series of 32 tables comparing diverse ethnic characteristics with a range of socio-demographic variables.

### [Biometric registration system for irregular migrants, United Republic of Tanzania](#)

The Government of the United Republic of Tanzania through the Ministry of Home Affairs, Immigration Department, in close collaboration with IOM, has launched a biometric registration system for irregular migrants in the country's Tanga region. The electronic registration (e-registration) of irregular and settled migrants in the United Republic of Tanzania follows a successful pilot project in Kigoma region in which more than 22,800 migrants were registered and provided with a personalized laminated photo ID card, which allows them to remain in the country for up to two years, while their immigration status is determined by the Tanzanian authorities.

# MIGRATION AND MOBILITY MAPPING

## INTERNATIONAL ORGANIZATIONS, STATES AND CIVIL SOCIETY

In line with their specific mandates and expertise, international organizations and other institutions can support States and other stakeholders to collect, analyse and share data on migrants. Such support could be provided by preparing briefs on migration trends, including purposes and routes of migration, preparing migrant community profiles, tracking mobility, undertake surveys on intended movements, and mapping of and assessing specific vulnerabilities.

### Displacement Tracking Matrix, IOM

IOM's Displacement Tracking Matrix (DTM) is a system to track and monitor displacement and population mobility. It is designed to regularly and systematically capture, process and disseminate information to provide a better understanding of the movements and evolving needs of displaced populations, including migrants, whether on site or en-route. The DTM plays an essential role in providing primary data and information on displacement, both in country and at the global level. DTM data includes information relevant to all sectors of humanitarian assistance, such as water and sanitation, health, food, protection and individual documentation. The system flags urgent concerns (e.g. protection concerns, food shortages, sanitation problems, diseases, etc.) to relevant sectorial coordination focal points or National Disaster Management Agencies for the necessary follow up. The DTM can also be an effective tool for crisis preparedness, for accountability, and in support of the recovery and transition phase of the crisis response.

### Migration Profiles, IOM

IOM regularly produces country migration profiles: country reports that bring together existing information from different sources in a structured manner, and provide a comprehensive overview of key international migration and socioeconomic development trends in selected countries in different regions. The reports cover a range of statistics and other data related to immigration, emigration, return migration, remittances, labour migration and irregular migration, including trafficking and smuggling. Migration Profiles are a government-owned tool involving a process of consultation with policymakers in order to identify national priorities, objectives and scope of the profile. The Extended Migration Profile concept and methodology entails a more elaborate process involving consultation with many different actors in an effort to help identify and develop strategies to address data gaps and produce the evidence required to inform policy. Based on its experience in implementing Migration Profiles processes, IOM has developed a guidance tool, "Migration Profiles: Making the Most of the Process" to guide governments and implementing partners in conducting a Migration Profile.

# DATA AND DATABASES ON MIGRANT WORKERS

## PRIVATE SECTOR EMPLOYERS AND RECRUITERS

Employers, recruiters and placement agencies — in migrants' States of Origin or Host States, often collect data and maintain updated databases on their workers, including non-citizen workers and personnel deployed to other States. Much of this information is collected during the ordinary course of business activities, such as recruiting, hiring, payroll services and work place insurance schemes. In the context of these data-collection activities, employers, recruiters and placement agencies can gather information and documents helpful in protecting migrants in the event of a crisis. This can include detailed contact and demographic information of migrant employees and their dependents, emergency contacts and electronic backups of key documents, such as identity and travel documents.

### LBS2 Fil Assist, Philippines

The Philippines-based LBS Recruitment Solutions Corporation specializes in the global supply of multi-level professionals and skilled workers. LBS produced a geo-locating interface that uses Google Maps' technology (history location) to locate recruited personnel deployed abroad. The LBS2 Fil Assist is an application that can locate migrant employees and provide them with services, such as the provision of real time information on key emergency

services available near their location (such as hospitals, embassies and airports), notifications on expiring documents, emergency contacts (migrant community leaders and embassies), identify safe routes, and the possibility to send individual and group messages. LBS2 Fil Assist facilitated the successful evacuation of 97 Overseas Filipino Workers from Libya in 2011.

# MIGRANT COMMUNITIES PROFILING TOOL FOR EMERGENCY PLANNING

Profiling migrant communities can assist emergency management institutions to better understand their characteristics and particular needs, which can inform adequate planning and more targeted services and assistance during relief and recovery phases.

IOM developed a profiling tool that can be used by emergency management institutions and other stakeholders to gather information on the presence, demographics and characteristics of migrant populations in their territory. The tool allows the collection of information at local level on migrants groups collectively, rather than on individuals, with the sole aim of emergency planning. It can be used as a template for focus group discussions or interviews with key informants and should be adopted depending on the aim of the data collection (for example if the focus is on response/recovery rather than on preparedness, or if other information is more relevant to the local context).

The profiling tool at a glance:

CONTACT INFORMATION OF FOCAL POINTS WITHIN THE MIGRANT GROUP	
Name, Email, Phone Number	
Languages spoken	
Preferred channel for emergency communication	
THE GROUP'S DEMOGRAPHY, LOCATION AND COMPOSITION (PERCENTAGE OR NUMBER)	
Women, minors, elderly	
Newcomers (< 6 months)	
Not proficient in local language	
Undocumented or irregular	
Not covered by social security/health insurance	
Living/working in risky areas or jobs	
SOCIAL STRUCTURES AND COMMUNITY LIFE	
Centers of the community's social life	
Stances towards healthcare/psychosocial support	
Trusted institutions or people	
Trust issues (with institutions or specific groups)	
FREQUENTLY USED MEDIA AND COMMUNICATION CHANNELS	
Percentage of members accessing information through mainstream media/home country media/Community radio/websites/Social media/meetings/etc.	
How are these media used in emergencies?	
Are alternative media used in emergencies?	
Do people seek to validate warnings and communications? How?	
COMMUNITY ASSET MAPPING FOR EMERGENCIES	
Available shelters	
Safe locations for undocumented and irregular migrants	
Local clinics/healthcare providers	
Translators/interpreters	
Existing solidarity/mutual help mechanisms	

A complete version of the profiling tool is available on our website.

The Guidelines in Action present implementation examples and tools to support the operationalization of the MICIC Initiative Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster. Practices and tools may be relevant for one or more stakeholders. Find more examples of practices in the MICIC Guidelines and in the online Repository of Practices on our website.

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