

# MANDATE DIGITAL TRUST

**Empower Canada's  
Digital Future**

# Establishing and maintaining digital trust is paramount to a secure Canada.

Since 2012, the DIACC has emphasized the critical need for robust digital trust frameworks to ensure security, privacy, and efficiency across all sectors. The Pan-Canadian Trust Framework™ (PCTF) provides an essential tool for achieving these objectives.

# Finance and Regulatory Sector Modernization

## Current Challenges

- Rising fraud and privacy breaches undermine consumer confidence.
- Skepticism fueled by misinformation hampers digital adoption.

## Strategic Actions

- Implement the PCTF to complement Know Your Customer (KYC) and Anti-Money Laundering (AML) regulations.
- Enhance identity verification to reduce fraud in online transactions and mobile banking.
- Use verifiable credentials to improve regulatory reporting efficiencies.

## Outcomes

- Strengthened economic competitiveness.
- Attraction of international investment.
- Fostering innovation in financial services.

For more detailed information, refer to DIACC's position on:

- [Advancing and Evolving Digital Trust in the Finance and Regulatory Sectors](#)

# Small and Medium-Sized Businesses (SMBs) and E-Commerce

## Current Challenges

- Intensifying competition in the digital marketplace.
- Trust deficits are impacting online sales.

## Strategic Actions

- Adopt PCTF-aligned solutions to enhance onboarding and security.
- Implement privacy and visible trust signals to build consumer confidence.
- Facilitate secure cross-border identity verification to expand market reach.

## Outcomes

- Increased customer loyalty and reduced fraud-related losses.
- Streamlined operations and reduced costs.
- Empowerment of SMBs to compete in the e-commerce landscape.

For more detailed information, refer to DIACC's position on:

- [Advancing Digital Trust to Fuel E-Commerce Growth and Empower SMBs](#)

# Government Service Delivery Modernization

## Current Challenges

- Need for modernization to meet citizen expectations.
- Ensuring secure and efficient service delivery.

## Strategic Actions

- Leverage PCTF-certified solutions to enhance security and efficiency in digital service delivery.
- Implement digital credentials for services like driver's licenses and passports.
- Promote public awareness campaigns on the benefits and security of digital services.

## Outcomes

- Improved citizen confidence in digital government initiatives.
- Reduced administrative burdens and operational costs.
- Enhanced accessibility and efficiency of public services.

For more detailed information, refer to DIACC's position on:

- [Advancing Digital Trust for Government Service Modernization](#)

# Secure Public Safety and Security

## Current Challenges

- Rapid transformation in emergency response.
- Data security risks and the need for reliable information verification.

## Strategic Actions

- Implement digital trust solutions for secure, real-time data sharing between agencies.
- Adopt PCTF to ensure secure identity verification for first responders.
- Leverage AI and Distributed Ledger Technologies (DLT) to enhance emergency response capabilities.

## Outcomes

- Improved emergency response times and coordination.
- Enhanced cybersecurity in critical infrastructure.
- Strengthened public trust in crisis services.

For more detailed information, refer to DIACC's position on:

- [Advancing Digital Trust to Strengthen Public Safety](#)





# Mandate digital trust. Empower Canada's digital future.

Digital trust and frameworks like the PCTF for finance, e-commerce, service modernization, and public safety are essential for Canada's digital advancement.



DIACC is proud to be Canada's only non-profit forum dedicated exclusively to digital trust and verification since 2012.