

Compliance Statement

Effective Date: June 2026 · Version 1.0

VouchVid operates in compliance with applicable data protection, privacy, and consumer protection laws in the jurisdictions where its services are offered.

1. Applicable Legal Frameworks

Regulation	Scope	VouchVid Status
CCPA / CPRA	California consumers	Compliant — no sale of personal data; consumer rights honoured on request
TCPA	US telephone & SMS	Compliant — explicit opt-in required before any CRM communication
CAN-SPAM Act	US commercial email	Compliant — unsubscribe mechanism in all outbound communications
GDPR (where applicable)	EU/EEA data subjects	Aligned — consent-first design; right to erasure supported; DPA available
FTC Act (Section 5)	US consumer protection	Compliant — no deceptive data practices; privacy policy publicly posted
State biometric laws (BIPA etc.)	Illinois & applicable states	Under review — VouchVid does not extract biometric identifiers from video

2. Consent Architecture

VouchVid's consent model satisfies informed consent requirements across all applicable jurisdictions:

- A mandatory regulatory disclosure screen is presented to every customer prior to recording
- The disclosure states: (a) video and audio will be recorded, (b) the purposes for which recordings may be used, (c) that personal data will never be sold, and (d) the maximum 24-month retention period
- Customers must affirmatively acknowledge acceptance — no pre-ticked or implied consent is used
- A timestamped consent record is stored alongside the associated video for audit purposes
- Customers may request a copy of the full Privacy Policy by email from the consent screen (privacy@vouchvid.com)

3. Data Subject Rights

Right	Description
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Right to Access	Customers may request a copy of personal data held about them
Right to Erasure	Customers may request deletion of their video and associated data
Right to Rectification	Customers may request correction of inaccurate personal information
Right to Restrict Processing	Customers may object to certain uses of their data
Right to Portability	Data may be provided in machine-readable format on request

4. Dealership Obligations

VouchVid operates as a data processor on behalf of dealerships (data controllers). Dealerships are responsible for:

- Ensuring their own privacy notices reference video testimonial capture via VouchVid
- Maintaining accurate and current staff rosters within the VouchVid platform
- Honouring customer data subject requests forwarded by VouchVid within 30 days
- Ensuring the kiosk is operated in a visible, non-coercive manner consistent with voluntary consent

5. Contact

For compliance documentation requests, DPA execution, or regulatory enquiries: privacy@vouchvid.com