

# Privacy Policy

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Welcome to VouchVid. Your privacy is important to us. This Privacy Policy explains how VouchVid ("VouchVid," "we," "our," or "us") collects, uses, and protects information collected through our website, kiosks, applications, and related services. By using our website, kiosks, or services, you agree to the terms outlined in this Privacy Policy.

## 1. Information We Collect

### Personal Information

Information voluntarily provided by users, including:

- Name
- Email address
- Phone number
- Customer feedback or testimonial content

### Video & Audio Recordings

When using a VouchVid kiosk or video submission platform, users may voluntarily record video and audio content. All recordings are obtained with explicit informed consent prior to capture.

### Technical Information

We may automatically collect limited technical data, including:

- Device type and browser type
- IP address
- Website usage analytics
- Session and performance data

## 2. How We Use Information

### Customer Relationship Management (CRM)

Customer information may be integrated into dealership or business CRM systems for:

- Customer follow-up
- Service communication
- Lead management
- Internal business operations

### Training & Quality Assurance

Video submissions may be reviewed internally for employee training, customer service improvement, and quality assurance purposes.

### Marketing & Promotional Use

With user participation and explicit consent, video recordings, testimonials, likeness, voice, and submitted content may be used in social media marketing, websites, advertising campaigns, and promotional materials.

## 3. Data Protection & Privacy Commitment

VouchVid is committed to protecting user privacy. We do **not**:

- Sell personal information to third parties
- Share personal data for unrelated advertising purposes
- Retain personal information longer than necessary for its intended business purpose
- Store data beyond a maximum retention period of twenty-four (24) months

Collected information is only used for the purposes described in this Privacy Policy and in accordance with applicable laws and regulations.

## 4. Data Storage & Retention

Information may be temporarily processed or stored for CRM integration, service delivery, quality review, or approved marketing usage. All personal data and media are retained for a period not exceeding twenty-four (24) months, after which records are permanently and irreversibly deleted. VouchVid and participating businesses aim to minimise unnecessary data retention at all times.

## 5. Third-Party Services

VouchVid may integrate with third-party platforms or CRM providers used by dealerships and businesses. These services may have their own privacy policies and security practices. A complete list of sub-processors is available in the Sub-Processor Register document.

## 6. User Consent

By using a VouchVid kiosk, website, or related service, users acknowledge and consent to:

- The collection and use of information as described in this Privacy Policy
- The recording and use of voluntarily submitted video and audio content
- CRM integration and customer communication processes

## 7. Security

We implement reasonable administrative, technical, and organisational safeguards designed to protect collected information from unauthorised access, disclosure, or misuse.

## 8. Children's Privacy

VouchVid services are not intended for children under the age of 13. We do not knowingly collect personal information from children.

## 9. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised effective date. Material changes will be communicated to dealership account holders directly.

## 10. Contact

For questions regarding this Privacy Policy: **VouchVid Privacy Team** · [privacy@vouchvid.com](mailto:privacy@vouchvid.com) · [vouchvid.com](https://vouchvid.com)