



How Verkada Supports GDPR Compliance



Overview

The General Data Protection Regulation (GDPR) is a comprehensive privacy law enacted in May of 2018 to protect the personal data of citizens and residents of the European Union (EU). The GDPR poses requirements on US companies who provide local services in the EU or who process EU personal data in the US. Verkada does both: we offer local services in the EU (currently in our Irish data center) and in the US and we have taken the necessary steps to meet our GDPR requirements.

Verkada's platform is also designed with privacy in mind to help enable our customers to comply with their GDPR requirements when using our products and services.



GDPR Privacy Principles

There are six key principles that govern the processing of personal data under the GDPR. Verkada's terms of service and its platform help our customers ("controllers" under the GDPR) and Verkada ("processor" under the GDPR) comply with them.

Principle one: Lawfulness, fairness and transparency	<p>Inform users of the types of data collected while using our products and services.</p> <p>Verkada's End User Agreement describes the types of personal data collected and processed by our platform on behalf of customers. We further recommend that our customers post prominent notices in their locations of the use of video surveillance equipment.</p>
Principle two: Purpose limitation	<p>Only collect personal data for specified, explicit and legitimate purposes and not further process it in a manner that is incompatible with those purposes.</p> <p>Verkada only collects, processes and maintains personal data received from its customers and their Verkada cameras for the express purpose of making our platform and services available to our customers.</p>
Principle three: Data minimization	<p>Only collect the data that is relevant and necessary for processing.</p> <p>Verkada only collects and processes data that is necessary to provide, develop and improve its products and services.</p>
Principle four: Accuracy	<p>Provide resources to remove data that is inaccurate, incomplete, or asked to be erased (Right to be Forgotten).</p> <p>Through Verkada's management system, customers have the ability to delete footage, as well as contact Verkada support for any help with removal requests.</p>
Principle five: Storage limitation	<p>Provide the ability to delete personal data once it is no longer needed.</p> <p>Verkada offers a range of camera options with different retention periods (ranging from 30–120 days), giving operators the ability to ensure specific cameras meet compliance needs. Local storage of footage on the camera also means that the personal data captured stays on the customer's premises, unless archived to Verkada's cloud for longer storage, as needed.</p>
Principle six: Integrity and confidentiality	<p>Maintain appropriate security of the personal data.</p> <p>Verkada relies on the following controls to help secure access to the data processed in its products and services.</p>



Data and Role Protection

User management: Role-based access control

Operators may use Verkada's role-based system to limit access to cameras that are placed in secure areas, reducing visibility to employees who may only need limited access.

User activity: Audit logs

For any activity – including adjustments to settings, access to cameras or archival footage – Verkada keeps detailed logs including time, date and user who took action within the platform.

Secure access: User authentication

To ensure greater access security, Verkada includes options for two-factor authentication (2FA) and integration with single-sign-on (SSO) providers.

Admin > Privacy & Security > Audit Log				
3/2/2023 - 3/9/2023 system event: False X Clear All				
Legacy View Export				
Event Type	Date & Time	User	Devices	System Event
Vehicle Searched	March 9, 2023 10:18:23 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Live Stream Started	March 9, 2023 10:18:23 AM PST	Emily Harper emily.harper@verkada.com	Claremont Exterior CD51-E Camera	—
Vehicle Searched	March 9, 2023 10:18:23 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:22 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:21 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:18 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:17 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:17 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Live Stream Started	March 9, 2023 10:18:16 AM PST	Kyle Johnson kyle.johnson@verkada.com	4th Ave Lobby Entrance CD62-E Camera	—
Archive Action Taken	March 9, 2023 10:18:13 AM PST	Kyle Johnson kyle.johnson@verkada.com	4th Ave Lobby Entrance CD62-E Camera	—
Live Stream Started	March 9, 2023 10:18:13 AM PST	Steve Daniels steve.daniels@verkada.com	South Claremont LPR Context CB62-... Camera	—
Vehicle Searched	March 9, 2023 10:18:12 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:12 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—
Vehicle Searched	March 9, 2023 10:18:12 AM PST	Linda Stevenson linda.stevenson@verkada.com	11 Devices	—



International Data Transfers

Verkada establishes an adequate basis for the transfer of personal data from the European Economic Area (EEA) to our data centers in the U.S. by implementing the EU Model Clauses in a [Data Protection Agreement](#).

Verkada's hosted infrastructure provider, AWS, maintains ISO 27701 and ISO 27018 certifications and has implemented its own robust GDPR compliance regime. EEA-based customers can elect to have their data hosted in Verkada's Dublin, Ireland AWS data center.

Key Benefits

At Verkada, customer security and privacy are our primary responsibilities. In everything we build, from our hardware to our cloud-based software, we put our customers' data at the forefront of what we do.

As a video security solution, Verkada is designed to capture continuous footage of objects that may appear in frame, including various forms of Personal Data such as an individual's face, or property and other materials associated with an individual.

We are committed to protecting the privacy of businesses and individuals alike and continue to make it our mission to protect the security and integrity of Personal Data.



About Verkada

Verkada is leading the cloud-managed enterprise building security industry by enabling over 20,000 organizations in over 70 countries to protect their people and property in a way that respects individuals' privacy. Designed with simplicity in mind, Verkada offers six product lines — video security cameras, door-based access control, environmental sensors, alarms, workplace and intercoms — that provide unparalleled visibility through a single cloud-based software platform.

Looking ahead

Verkada is committed to protecting its customers' data and helping to ensure their use of our products and services complies with the requirements of the GDPR and data protection principles more generally. As privacy and data protection laws evolve, we will continue to provide our customers with the necessary improvements and resources needed to help them meet their compliance standards.

USA

CALIFORNIA (HQ)

406 E 3rd Avenue,
San Mateo, CA 94401, USA

TEXAS

200 W Cesar Chavez St,
Ste 350, Austin, TX 78701

UTAH

1215 Wilmington Ave, Ste 150,
Salt Lake City, UT 84101

ARIZONA

410 N Scottsdale Rd,
Ste 1400, Tempe, AZ 85281

FLORIDA

200 Central Ave, Ste 900,
St. Petersburg, FL 33701

NEW YORK

27 E 28th St New York,
NY 10016 - Office 16047

SEATTLE

1201 3rd Avenue,
Seattle, WA 98101

PENNSYLVANIA

1100 Ludlow St
Philadelphia, PA 19107

EMEA

LONDON

17th Floor, The Tower,
The Bower 207 Old Street,
London EC1V 9NR, UK

POLAND

Loftmill, Jana Dekerta 24, 30-703
Kraków, Poland Office No. D3

APAC

SYDNEY

1 Castlereagh St. Levels 22-23
Sydney, NSW, Australia

TAIWAN

FL. 16-100, No. 97, Songren Rd,
Xinyi District, Taipei City, 110,
Taiwan

JAPAN

3-1-30 Jingumae Shibuya-ku
Tokyo 150-0001, Japan, Unit 201

LATAM

MEXICO

Montes Urales 424,
Lomas - Virreyes, Lomas
de Chapultepec V Secc