



Our Perspective on Privacy:

Behind the Guest Security Screen Feature



We released Verkada Guest last November to strengthen the security measures of our customers while simplifying visitor management. By using Guest, our customers can better manage visitors to their buildings, schools, and facilities.

We've been thrilled with the adoption of Guest and to hear how it's improved customers' security protocols. We've also gotten great customer feedback with ideas for feature requests. Far and away the most common request from our education customers was the ability to conduct registered sex offender screens on potential visitors through the Verkada Guest kiosk. We believe this new [security screen feature](#) builds on our mission of protecting people while also respecting privacy.

We'd like to give a bit of the background on how we thought about this potential feature, how we decided to build it into the product, and what we're doing to ensure privacy and security for both Command users and potential visitors to the facilities we protect.

Opt-in feature

First, we recognized that screening for registered sex offenders was not a requirement for most of our customers. However, some organizations such as schools, daycares and youth organizations may require such additional screening of guests to gain entry to campus or spend time with children. With that in mind, we allowed administrators to enable registered sex offender screens within their organization and apply them to certain the Guest Types (e.g., "Visitor") during setup. That way, some Guests can be prompted for screens and not others.

Consent

Next, it was very important to us that visitors were properly informed about the capture and use of their personally identifiable information and be able to consent to that use. Visitors are always prompted that a scan is coming on the next screen and are asked to explicitly provide their consent before scanning their ID.

Sex offender registries

Once a visitor has consented, they take a snapshot of their government issued ID* via the Verkada Guest kiosk. Verkada Guest then extracts and sends the visitor's full name and date of birth from their US drivers' license via API to a third party database provider to search sex offender registries for matching records. Our third party data provider aggregates records from local and state-level US registered sex offender registries, and their datasets are typically refreshed on a monthly basis.

Human-in-the-loop verification

We did not want to rely solely on the automated results. Any potential name match is flagged for the designated front desk personnel to review. The admin is shown the visitor's name and scan of their government ID next to the potential matching name, date of birth, and photo (if available) from the registry databases. If the admin determines there is a match, they can deny entry or follow the procedures required by their organization's policies. Verkada Guest does not use any automated image matching (such as facial recognition) to make match determinations.



Data retention

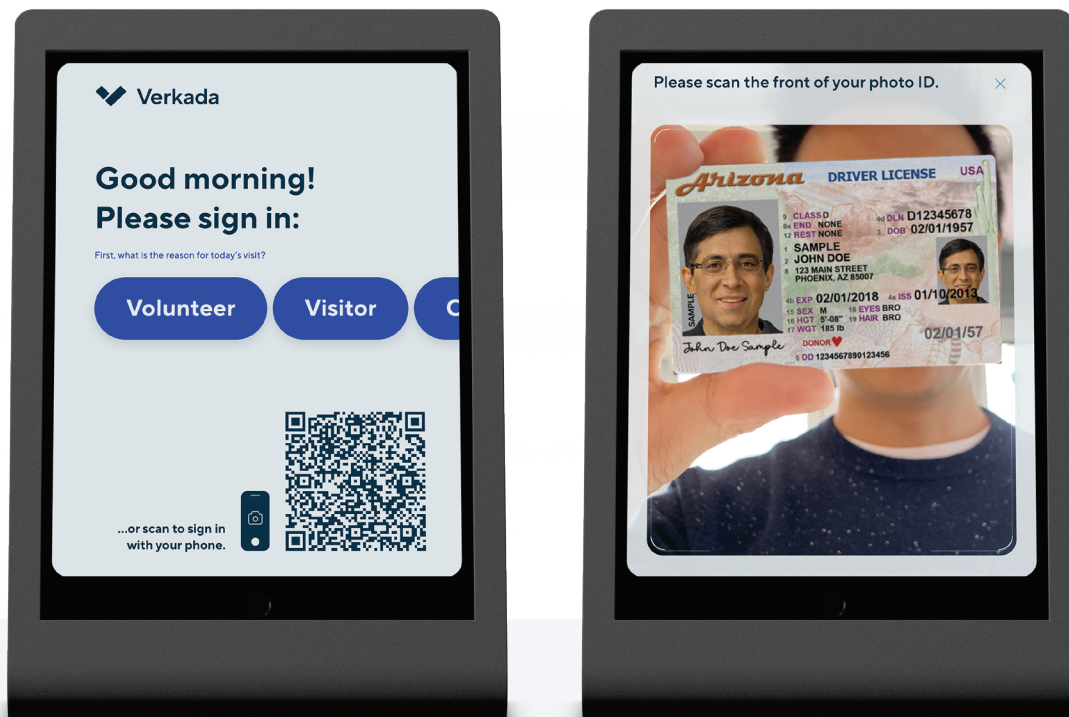
In the event of a match, the matching data (name, date of birth, ID scan) are retained in the Verkada Guest system for up to 90 days, based on settings defined by the customer's Organization admin during setup. For the vast majority of visitors whose information does not match, their scanned name, date of birth and ID scan are immediately removed from our datastores. Data remains with our 3rd party providers for no more than 24 hours, after which it is expunged from their system.

Data security

All data captured and stored is unique to each customer organization – like all customer data stored on Verkada's platform, no Verkada Guest data is shared across different customers. In addition, we do not use any biometrics or image data captured by Guest or any of our products to query the registered sex offender lists. All data captured is stored encrypted at rest and in transit. Our data provider is subject to contractual data security and privacy guidelines.

Data privacy

After visitors consent to scanning their license, only the date of birth and full name are extracted and sent to the third party database providers to search for potential matches. We do not use any biometrics or image data captured by Guest or any of our products to match against the registered sex offender lists.



We're excited about this additional capability for customers using Guest and look forward to continuing the conversation with our customers and further developing the offering over time.

* Note that support for individuals without state-issued IDs will be available in an upcoming release.