

### 1. Privacy policy

The **Videoloft Privacy Policy** is available [here](#).

### 2. Data storage & processing

- **Location:** Video data for EU users is stored in Amazon Web Services servers in Dublin, Ireland. You can read more about AWS's approach to GDPR and compliance [here](#).
- **Data collected:** The only personal data stored about a user is their email address, camera names (e.g. Entrance), camera tags (e.g. Outdoor camera), site names (e.g. Paris), and the recorded video itself.
- **Analytics (if enabled):** Objects detected (e.g. vehicles, people, animals) and license plates are stored for the same duration as the video.
- **Retention:** Video and associated meta-data is deleted at plan expiry (e.g. 30 days). No back ups are kept.

### 3. User rights

- **Access and deletion:** Users can access or delete their data at any time. Account deletion removes all associated data.
- **Marketing opt-out:** No marketing communications are sent without consent. Every marketing email includes an opt-out option.
- **Security:** Systems are third-party penetration tested. Data is encrypted in transit and at rest. More details about our security standards are available [here](#).

### 4. Payment & 3rd parties

- **No payment data stored:** Payments are securely processed by Stripe, PayPal, GoCardless, Apple and Google Pay. Videoloft does not store any billing details.
- **No data sales:** Videoloft does not sell or share user data with third parties.