

Face ID

FaceID Policy

Product Documentation



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1.Introduction

This Module applies if you use the eKYC Solution Feature (“**Feature**”). This Module is incorporated into the privacy policy located at “**Privacy Policy**”. Terms used but not defined in this Module shall have the meaning given to them in the Privacy Policy. In the event of any conflict between the Privacy Policy and this Module, this Module shall apply to the extent of the inconsistency.

2.Controllership

The controller of the personal information described in this Module is as specified in the Privacy Policy.

3.Availability

This Feature is available to users in certain jurisdictions, including Hong Kong, Singapore, Thailand, Taiwan and other Asian jurisdictions.

4.How We Use Personal Information

We will use the information in the following ways and in accordance with the following legal bases:

Personal Information	Use	Legal Basis
Monitoring Data: AppID, interface name, result, callID, start and end call time, region, fee, interface call volume	We use this information for the purpose of providing the Feature to you, and for troubleshooting and performance analysis. Please note that this data is stored and backed up in the TencentDB for MySQL feature.	We process this information as it’s necessary for us to perform our contract with you to provide the Feature.

Personal Information	Use	Legal Basis
Operation Log: APPID, Call ID, timestamp, single step debugging information, desensitization request and response	We use this information to ensure the Service functions as required and to analyze the reasons for errors or failures and troubleshoot such problems. Please note that this data is stored and backed up in the Elasticsearch Service feature.	We process this information as it's necessary for us to perform our contract with you to provide the Feature.

5.How We Store and Share Personal Information

As specified in the Privacy Policy.

6.How We Share Personal Information

As specified in the Privacy Policy.

7.Data Retention

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Monitoring DataOperation Log	Stored for 2 years.

Data Processing And Security Agreement

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1. Background

This Module applies if you use the eKYC Solution Feature (“**Feature**”). This Module is incorporated into the Data Privacy and Security Agreement located at “**DPSA**”. Terms used but not defined in this Module shall have the meaning given to them in the DPSA. In the event of any conflict between the DPSA and this Module, this Module shall apply to the extent of the inconsistency.

2. PROCESSING

We will process the following data in connection with the Feature:

Personal Information	Use
Reflective Liveness Compare (RLC) feature	
Face images and videos of your end users, and returned results (such as results of liveness compare, optimal screenshot of end users, original video, algorithm packet with preliminary processing results)	We only process this data for the purposes of providing the Feature to you. Please note that this data is integrated with the Cloud Object Storage feature for this purpose. The Feature will not further process the face images and videos once the liveness detection and identity verification is complete.
ID OCR feature	
Images and videos of your end users’ official identity (ID) documents, and returned results (such as original photo or video of ID, face image of ID, information extracted from the ID requested by you (including the end user’s ID number, name, gender, valid duration)	We only process this data for the purposes of providing the Feature to you. Please note that this data is integrated with the Cloud Object Storage feature for this purpose. The Feature will not further process the images and videos of the official identity documents once the identity verification is complete.

3.service region

As specified in the DPSA.

4.SUB-Processors

As specified in the DPSA.

5.data retention

We will store personal data processed in connection with the Feature as follows:

Personal Information	Retention Policy
Face images and videos of your end users, and returned results	Automatically deleted after two hours.
Images and videos of your end users' official identity (ID) documents, and returned results	Automatically deleted after two hours.

6.special conditions

You must ensure that this Feature is only used by end users who are of at least the minimum age at which an individual can consent to the processing of their personal data or that parental consent is obtained for individuals under the minimum age. This may be different depending on the jurisdiction in which an end user is located.

You represent, warrant and undertake that you shall obtain and maintain all necessary consents from end users in respect of the processing of their personal data (such as their face images and videos) in respect of the Feature, in accordance with applicable laws and so as to enable us to comply with applicable laws.