Media Processing Service

Media Processing Service Policy

Product Documentation

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Privacy Policy

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1. Introduction

This Module applies if you use Media Processing Service (“Feature”). This Module is incorporated into the privacy policy located at https://www.tencentcloud.com/document/product/301/17345(“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 globally but primarily intended for users located in the same country/region as our server location, Singapore and Germany, for optimal performance.

4. How We Use Personal Information

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

Personal Information	Use	Legal Basis
Service logs: source media file address, event ID, timestamp, task type, task ID, status, task creation time, task start time, task end time	We use this information for the purpose of providing this Feature to you, including for maintenance, troubleshooting, and to improve the quality and performance of the Feature. Please note that this data is stored and backed up in our TencentDB for MySQL (“MySQL”) or TencentDB for MongoDB (“MongoDB”) feature, and backed up in our COS feature.	We process this information as it is necessary for us to perform our contract with you to provide the Feature. It is in our legitimate interests to use this information to improve the operation of the Feature.
Customer usage data: customer UIN, APPID, task time and usage (based on task type, parameters and time duration)	We use this information for the purpose of providing this Feature to you, and for billing purposes. Please note that this data is stored and backed up in our MySQL or MongoDB feature, and backed up in our COS feature.	We process this information as it is necessary for us to perform our contract with you to provide the Feature.

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5. How We Store and Share Personal Information

As specified in the Privacy Policy.

6. Data Retention

We will retain personal information in accordance with the following:

Personal Information	Retention Policy
Service logs	Stored for 1 month.
Customer usage data	Stored for 6 months.

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Data Processing And Security Agreement

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1. Background

This Module applies if you use Media Processing Service (“Feature”). This Module is incorporated into the Data Processing and Security Agreement located at https://www.tencentcloud.com/document/product/301/17347 (“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
Media Data: source and processed media files (if the files contain personal data), storage address of the source and processed media files (on our Cloud Object Storage feature or other third party cloud database(s), as determined and specified by you), live stream address (only for live streaming media files)	We only process this data for the purpose of providing the Feature to you. Please note that you choose and determine the storage and backup location of this data, whether via our Cloud Object Storage (COS) feature or a third party cloud database provider.
Configuration data: Template Configuration Data: template ID, template type (video, audio and image), template parameters (encoding method/type, resolution, frame rate) Task Configuration Data: task ID, task type, source media path (media files added to this path will be processed automatically) and output path to store processed media files	We only process this data for the purposes of providing the Feature to you, in accordance with your specific configuration. Please note that this data is stored and backed up in our TencentDB for MySQL (“MySQL”) or TencentDB for MongoDB (“MongoDB”) feature, and backed up in our COS feature.
Message Queue Service Data: Event type, work flow task event, edit media task event, session ID, session context, schedule task event, timestamp, sign, request ID	We only process this data if you choose to enable our TDMQ for CMQ feature, for the purposes of providing the Feature to you. Please note that if you choose to enable our TDMQ for CMQ feature, this data is shared to our TDMQ for CMQ feature, to provide the message queue service to you.

3. Service region

As specified in the DPSA.

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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
Media Data	You determine the retention policy of this data on your relevant cloud storage database (whether via our Cloud Object Storage (COS) feature or a third party cloud database provider).
Configuration Data	We retain such data for the duration of your use of this Feature. If you terminate your use of the Feature or delete your Tencent Cloud account, we will delete this data after 30 days.
Message Queue Service Data	We retain such data until you manually delete such data. Otherwise, when you delete your account, choose to disable our TDMQ for CMQ feature, or terminate your use of the Feature, we will delete such data after 7 days.

You can request deletion of such personal data in accordance with the DPSA.

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.
This Feature is not intended for the processing of sensitive data. You must ensure that this Feature is not used to transfer or otherwise process any sensitive data by you or your end users, including (but not limited to) political opinions, religious or philosophical beliefs relating to your end users, where such processing could result in reputational risks to our business in and outside the jurisdiction in which your end users are located.
You represent, warrant and undertake that you shall provide all notices and disclosures to data subjects (including in relation to your use of this Feature), have a lawful basis for processing data subjects' personal data, and shall obtain and maintain all necessary consents from end users in respect of the processing of their or the data subjects' media data and personal data (as applicable) in respect of the Feature (including for the purposes of providing the Feature), in accordance with applicable laws and so as to enable us to comply with applicable laws. You agree you will indemnify and hold Tencent harmless from and against all claims, liabilities, costs, expenses, loss or damage (including consequential losses, loss of profit and loss of reputation and all interest, penalties and legal and other professional costs and expenses) incurred by Tencent arising directly or indirectly from a breach of this requirement.
You acknowledge, understand and agree that (i) we do not make any representation or warranty or give any undertaking that this Feature will be in compliance with any applicable laws or regulations, and (ii) any reliance on or use of this Feature is at your sole risk.

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You represent, warrant and undertake that to the extent the Feature is used in connection with any determination or decision that may have an impact on a person's fundamental rights and freedoms (each a "Decision"), you will ensure that such Decision is independently auditable and verifiable, including by an appropriately trained and qualified person, and, without limiting the foregoing, that you have obtained all required consents, provided such disclosures, and complied with applicable laws, to ensure the lawful use of the Feature for the purposes of facilitating such Decision.

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