

DVR Records Privacy Policy

Last updated on May 23, 2019. This Privacy Policy is effective May 23, 2019, for new users.

Welcome to DVR REcords. DVR Records is owned and operated by Truemarks LLC. Please read this privacy policy, which explains our privacy practices and how we treat your personal information. It describes the types of personal information collected and created in connection with your use of DVR REcords, how and why we use such information, whom we share it with, and your legal rights. Unless indicated otherwise, this privacy policy ("Policy") applies to all our websites, domains, apps, products, services, and features (the "Services").

For residents of the EU, please note that this Policy has been updated in accordance with the requirements of the EU General Data Protection Regulation (GDPR). For residents of the US and non-EU countries, by visiting, joining, or using DVR REcords, or otherwise indicating that you agree to this Policy, you consent to, and authorize our use of your personal information as described in this Policy.

What is DVR REcords?

DVR REcords is a convenient, accurate, and secure means of recording video evidence information. DVR REcords is primarily for use by law enforcement officers and those involved in forensic video recovery. In an effort to ensure that video recovery evidence is presented accurately and undisputed in the courtroom, we encourage law enforcement officers and analysts everywhere to use the DVR REcords platform to record accurate court-ready evidence.

We use "DVR REcords" here to refer to our Services, and we also use "Truemarks LLC," "we," "us" and "our" to refer to the companies operating our Services.

Who provides the Services and controls my information?

If you live in the United States, the Services are operated and provided to you by Truemarks LLC

If you live in the EU or elsewhere outside the United States, the Services are operated and provided to you by Truemarks LLC. For the purposes of EU data protection law, Truemarks LLC is the controller of your information.

Our legal bases

Under EU law, we are required to specify the legal bases which we rely on to use your information for the purposes called out in this Privacy Policy. Such legal bases include your consent, our legitimate interests, and the necessity to perform the Member Agreement and

provide the Services.

Information we collect

When we provide the Services, we collect or receive information in several different ways. In many cases, you choose what information to provide. Some information is required in order to use DVR REcords and for us to provide the Services. We use this information for the purposes described further below.

Note that not all DVR REcords account types and features are available in all locations, so some of the examples below may not apply where you live.

From you, or with your permission.

We collect a variety of information from you when you provide it to us directly, when we request it from you, or when you give us permission to get it from a third-party source. Some examples of these instances are as follows:

When you sign up for DVR REcords, you provide your name, address, serial number, email address, and similar information.

If you decide to invite new members to join DVR REcords, you can choose to share their email address with us or share your contacts with us, so we can send an invitation and follow-up reminders to potential new members on your behalf.

If you contact support, you are providing us with your contact information and a description of the issue so we can respond.

If you make a payment either to or through DVR REcords, you are providing our trusted third party payment processors with certain payment information in order to complete the transaction.

If you take part in surveys or other general research we undertake, you may provide information in response.

From your browser and device.

Like nearly every other online service, we automatically collect technical information when you visit or use DVR REcords or read a message from us. We collect information from your browser, computer, or mobile device. This provides us with technical information when you use DVR REcords as a visitor or a member, including:

Device data which tells us about the device you're using, what type and model it is, its operating system and version, its unique identifier, crash data (if applicable), and what settings you've enabled. Your device and software settings affect what information your device may make available to us.

Log data which is automatically recorded by our servers based on data sent by your app or browser. This typically includes the date and time you visited, the browser or app version you used (and its settings), the URLs you come from and go to, your IP address and protocol, and how you used DVR RECORDS (for example, which links you clicked on).

Cookie data which comes from "cookies" (small data files stored on your computer or mobile device) and similar technologies. Cookie data helps us recognize you, remember your preferences, and personalize your experience. Some, but not all cookie data is associated with your DVR RECORDS account. To learn more about the use of cookie data on DVR RECORDS and your choices for limiting it see our Cookie Policy.

Other storage technologies, which operate similar to cookies, are used by us to collect or receive information from our and other websites and apps to provide measurement services.

From third parties and public sources.

We engage third party service providers and partners to provide us with information, and we also use publicly-available sources. For example:

Vendors provide us with map information in order to create and launch new location data.

Vendors may provide information about members analytics, personalization, and measurement.

How we use your information

We use the information we have to help us provide, operate, improve, understand, customize, support, and market our Services.

Setting you up on DVR RECORDS

In order to enable us to operate and provide the Services, we use certain information to get you started on DVR RECORDS:

Law enforcement members will have access to an enhanced DVR RECORDS service; therefore, we verify that you have a valid law enforcement email address and we use may include a code we provide to you or geo-verification, if you are offered and choose that option. We also use public registries to block addresses of registered sex offenders in the United States (and other countries where permitted by law).

Provide and improve the Services.

We use both manual and automated systems to analyze and use your content (as defined in the Member Agreement) and other information:

To operate DVR RECORDS and improve our products and features.

To personalize your experience.

To understand the trends, usage statistics, and demographic data of the members and departments we serve.

To respond to your support requests and comments.

To test and evaluate potential new products and features on DVR RECOards.

To diagnose and resolve problems, analyze trends, and monitor usage and resource needs.

For our own marketing activities, such as carrying out analysis to create statistics on and insights into the use of our Services.

To accept payments, through our trusted third party payment processors.

Your Rights

You benefit from a number of rights in relation to your information that we process. While some of these rights apply generally, certain rights apply only in certain limited cases. We describe these rights below.

Access and porting.

You can access much of your DVR RECOards information by logging into your DVR RECOards account. For EU member accounts, if you require additional access or if you are not currently a DVR RECOards member, email us at my-info@truemarks.org to request a copy of your DVR RECOards information. Where legally required, we will provide your information in an easily accessible format and assist in transferring some of this information to third parties.

Rectify, restrict, delete.

You can also rectify, restrict, or delete much of your DVR RECOards information by logging into your DVR RECOards account. If you cannot do this or you do not have a DVR RECOards account, please contact us as described above. You have a number of options to rectify, restrict or delete your information, including your DVR RECOards account.

Object.

If we process your information based on our legitimate interests explained above, or in the public interest, and you have an EU member account, you can object to this processing in certain circumstances. In such cases, we will cease processing your information unless we have compelling legitimate grounds to continue processing or where it is needed for legal reasons. Where we use your data for direct marketing, you can always object by using the unsubscribe link in such communications, changing your email account settings or, if you do not have an account, by contacting us.

Revoke consent.

You can withdraw your consent to email marketing by using the unsubscribe link in such communications or by changing your email account settings. You can also revoke any consent you have provided to us for our collection of your geolocation information by changing the settings on your mobile device. In addition, if you have an EU member account and you have previously provided your consent, you have the right to withdraw your consent to the processing of your information at any time. If you withdraw your consent to the use of your information for the purposes set out in this Policy, you may not have access to all (or any) of our Services, and we might not be able to provide you all (or any) of the Services under this Policy and our Member Agreement. In certain cases, we may continue to process your information after you have withdrawn consent if we have a legal basis to do so, or if your withdrawal of consent was limited to certain processing activities.

Complain.

If you have an EU member account and wish to raise a concern about our use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local supervisory authority or DVR Record's lead supervisory authority.

Sharing information with third parties

We share information with service providers, affiliates, partners, and other third parties where it is necessary to perform the **Member Agreement**, to provide the Services, or for any other purposes described in the Policy.

Content shared within the DVR RECORDS community.

DVR RECORDS is a platform for members to share data location information with each other. To that end, we make certain content you save to DVR RECORDS, such as geolocation and system write-over times, visible to other DVR RECORDS members based on location.

Publicly-available content.

Content will only be available to subscribing members Geolocation data will only be available to verified law enforcement members.

Marketing and spam.

We know that you do not want spam or marketing calls from third parties, and we won't share your contact information with a third party other than as described in this Policy without your authorization.

Advertising.

DVR Records does not use advertising.

Business re-organization.

In instances where the business is subject to a re-organization, such as a merger or acquisition of some or all of its assets, we may, in accordance with our legitimate interests, need to share information in the course of the transaction. In such circumstances, your information may be disclosed, where permitted by applicable law, in connection with a corporate restructuring, sale, or assignment of assets, merger, or other changes of control or financial status of DVR RECORDS.

Legal and safety reasons.

We may retain, preserve, or share your personal information if we have a good-faith belief that it is reasonably necessary to (a) respond, based on applicable law, to a legal request (e.g., a subpoena, a search warrant, court order, or other request from government or law enforcement); (b) detect, investigate, prevent, and address fraud and other illegal activity, security, or technical issues; (c) protect our rights, property, or safety; (d) enforce our Member Agreement or any other agreements we have with you; (e) prevent physical injury or other harm to any person or entity, including yourself and members of the general public. For example, we may share your personal information with disaster relief agencies, first responders, and other individuals to facilitate disaster or emergency response efforts.

Our legal team reviews every request received from law enforcement, and we frequently seek modifications of requests that we believe are procedurally flawed or too broad.

Aggregated information.

We may share some aggregated information with government agency members and other organizational members, such as statistics about camera locations and proliferation rates. Because of the special role played by government agency accounts, we may provide agency accounts with limited identifying personal information (first name and last initial) so that the agency can communicate directly with them.

We may also share aggregated or de-identified information with companies we may do business with, including our partners and government agency members or other organizational members.

Data transfers

If you live outside the United States, we transfer personal information outside the EU in accordance with EU data protection law, including where it is necessary to provide the Services and perform the Member Agreement. We may transfer your information to

affiliates, partners, and other third parties.

Standard contractual clauses.

We may use a legal mechanism known as “standard contractual clauses” to protect information transferred outside the EU. Standard contractual clauses refer to contracts between companies transferring personal information that contain standard commitments approved by the EU Commission protecting the privacy and security of the information transferred. To request a copy of the clauses, please email us at dpo@truemarks.org.

Privacy Shield.

We may also rely on the [EU-US Privacy Shield](#) where we transfer your information to the United States, such as to certain of our third party service providers, where such recipients are certified to receive your information under the Privacy Shield Program.

By continuing to use DVR REcords, you understand that we may transfer and store your data outside your home country, including to and in the US, as described in this Policy. The privacy protections and the rights of authorities to access your personal information in some of these countries may not be the same as in your home country. DVR REcords will only transfer personal data as permitted by law and will take steps intended to ensure appropriate protection of your personal information. If you have questions, please contact us.

Data retention.

We retain your information in our server logs, our databases, and our records for as long as necessary to provide the Services. We may need to retain some of your information for a longer period, such as in order to comply with our legal or regulatory obligations, to resolve disputes or defend against legal claims, or to enforce our Member Agreement. We may retain your verification-related information for a reasonable period of time (even if you do not complete all verification steps) to assist with future verifications and to prevent abuse of our verification processes. If you decide not to verify the account and would like us to delete the verification information you provided, contact us.

Additional information

Account security.

DVR REcords uses technical and organizational measures intended to keep your data secure, including using https on our web pages to reduce the risk of unauthorized interception of your communications during your visits to the website. However, the internet is not a fully secure environment, and we cannot guarantee that your personal

information won't be intercepted or improperly accessed. Please ensure that you keep your password safe and do not share it with anyone.

Other Services and websites.

In using DVR REcords, you may come across links to websites and services operated by third parties. These third parties have their own privacy policies, which will apply to your activity if you click on the link and access their website or service. We do not accept any responsibility or liability for such external sites' privacy and security practices.

Amendments to the Policy.

From time to time we may make changes to this Policy, so please review it periodically. If we materially change our Policy, we will take steps to notify you in advance of the change, for example by emailing you or by posting a notice in your neighborhood feed.

Your California Privacy Rights.

California residents can request and obtain from us once a year and free of charge a list of all third parties if any to which DVR REcords has disclosed certain personal information (as defined by relevant California law) during the preceding calendar year for the third parties' direct marketing purposes. If you are a California resident and want such a list, please contact us at Truemarks LLC., 1104W Santa Fe Trail, Kansas City, Missouri, 64145. Attention: Chief Legal Officer. For all such requests, you must put the statement "Your California Privacy Rights" on your request, as well as your name, street address, city, state, and zip code. Please note that we will not accept these requests by telephone, email, or fax, and we are not responsible for notices that are not labeled or sent properly, or that do not have complete information.

Contact Us

You may contact us at:

Truemarks LLC., 1104W Santa Fe Trail, Kansas City, Missouri 64145 Phone: +1 913 702 6614.

Email: privacy@truemarks.org

If you live in the EU, you can reach our Data Protection Officer at dpo@truemarks.org

© Truemarks LLC 2019