LiveVerify

SECURITY & DATA PROTECTION

◆ FOR PARTNERS' SECURITY, PRIVACY AND COMPLIANCE TEAMS

The most sensitive data is never stored at all.

ID images, selfies and face templates exist only in memory, for the few seconds of a single check. They are never written to disk, never stored in a database and never sent to a third-party AI vendor. Everything runs in EU regions.

WHAT HAPPENS TO THE DATA

DURING THE CHECK · SECONDS

Held in memory only

Document image, decoded document text, selfie frames and the face template. Never written to disk or stored.

Vercel · Frankfurt

AFTER THE CHECK · 30 MINUTES

Interim record

Session status, attempt count and the name read from the document. Deletes itself after 30 minutes.

Cloudflare · EU jurisdiction

KEPT · UP TO 3 YEARS

Durable record

Status, dates, attempts, outcome codes and document type. No name, date of birth, document number or images.

Supabase · Ireland

What your system receives

- A verdict and the verified name, by API or webhook
- Never document images, selfies or date of birth
- 18+ by default; you can set a higher minimum age
- Under-age documents are refused, with date of birth redacted

How the check works

- Consent screen shown on every session before capture
- Document OCR, face detection and face matching run on open-source models inside our own infrastructure
- No external machine-learning API sees the data
- Model licences and attribution audit available on request

WHERE IT RUNS

COMPONENT	HOST · REGION	STATUS	WHAT IT HOLDS
Capture page	Vercel · Frankfurt	Live	Static assets only
Verification function	Vercel · Frankfurt	Live	Images and face template, in memory for one request
Interim session record	Cloudflare · EU jurisdiction	Live	Status, attempts, name. Deleted after 30 minutes
Verification database	Supabase · Ireland	Live	Outcome metadata. No images, name, DOB or document number
LiveVerify API	Vercel · Frankfurt	Live	Creates sessions, returns results. No images cross it
Customer accounts	Supabase · Ireland	Live	Accounts, contacts, API keys (stored as hashes only)
Passport chip check	Android app · Vercel · Frankfurt	In testing	Chip data in memory; only verdict and issuing country kept

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SECURITY MEASURES

Protection

- TLS on every connection; encryption at rest by each infrastructure provider
- API keys, kiosk PINs and blocklisted document numbers stored only as one-way hashes
- Row-level security on production tables; per-account API scoping
- Multi-factor authentication on all admin, payment, code and domain accounts

Operations

- Dependencies continuously scanned for known vulnerabilities
- Code changes reviewed and tested before deployment
- Breach notification to you within 24 hours of becoming aware
- No staff screen can show an ID image or selfie: nothing is stored to show

SUB-PROCESSORS

PROVIDER	USED FOR	DATA LOCATION	ATTESTATIONS
Vercel	Capture page, verification function, API	Frankfurt, EU	SOC 2 Type II, ISO 27001
Cloudflare	Interim session record (30 min)	EU jurisdiction	SOC 2 Type II, ISO 27001
Supabase	Verification and customer databases	Ireland, EU	SOC 2 programme

All three are US-incorporated and host the data in the EU. Standard Contractual Clauses (Module 3) are in place with each. We give 14 days' notice of any new sub-processor, with the right to object. Attestation copies on request.

GDPR AT A GLANCE

Roles and your obligations

- You are the controller; LiveVerify is your processor under our DPA
- You obtain explicit consent for biometric processing (Art. 9) and give your privacy notice

Your rights

- Security Policy on request, plus one audit questionnaire a year
- Help with data-subject requests, DPIAs and breach duties
- Your data deleted or returned within 30 days of termination

WHERE WE ARE TODAY

Certification	LiveVerify does not yet hold its own SOC 2 or ISO 27001 certificate or a certified age-assurance scheme. Our infrastructure providers hold theirs. We will share our roadmap on request.
Online Safety Act	Ofcom lists photo-ID matching among the methods that can be highly effective age assurance. LiveVerify does photo-ID matching with a liveness check. Each platform remains responsible for its own assessment.
Human review (Art. 22)	Until LiveVerify offers its own human-review route, you provide one for any decision that relies on the check (DPA §4.2).
Passport chip check	NFC chip verification is in testing ahead of general availability.

DOCUMENTS AND CONTACTS

Terms
liveverify.me/terms

Privacy Policy
liveverify.me/privacy

DPA
liveverify.me/dpa

Security Policy
liveverify.me/security

Security questions or reports: **security@liveverify.me** · Privacy: **privacy@liveverify.me** · Partners: **michael@liveverify.me**

This is a summary. The Terms, DPA and Security Policy on liveverify.me are the binding documents.