

● FAQ

VOICETRUST builds upon the trust of its clients. This is what our company's name implies. Therefore, we have taken great care to guarantee that your personal voice profile cannot be misused by a third party to identify you, like a finger print would. You can trust us.

Security Measures against the Misuse of Personal Voice Profiles

How do you protect my personal data? Who has access to my voice profile? Can anybody secretly misuse my voice profile to find out my identity?

1 | Your personal voice profile is stored as safely as in a bank safe.

We never transmit a voice profile via Internet. At any time our profile leaves our company. The data is stored in anonymous form and encoded on our servers. In addition, voice profiles are stored separately from personal data. Only the VOICETRUST server can match a voice profile with a user identity. This does not only prevent misuse of data by a third party but even by employees of VOICETRUST.

2 | In addition, your voice profile is not stored by your name but anonymously:

The file name of your voice profile is encoded and consists of 128 digits. Only our server can assign voice profiles to the according personal data. Not even the responsible administrators can do that as there is no reference table for file names and user names. The server re-calculates this key during runtime of the software only. This method has already convinced the data security experts and workers' representatives at the companies we have worked with.

3 | We have decided against a text-independent recognition of your voice:

Text-independent voice recognition would make any of our clients identifiable, no matter what she or he says in a personal conversation or over the phone. This is why our server only stores the elements of your voice profile that are needed to analyze one sentence (e.g. "My voice is my password") and to authenticate your voice. This approach prevents the misuse of your biometric data - by criminals recording your voice and also by authorities. We at VOICETRUST work for you, our clients, and never against you!