

● FAQ

VOICETRUST enables you to identify yourself anywhere in the world. We only store the data we need to make this possible. Neither your voice profile nor your other personal data will be transmitted via Internet. We have defined a series of standards according to highest security criteria.

Security of all Data Stored and Transmitted by VOICETRUST

How secure is this? ... What happens with my voice profile? What if somebody hacks the system? ... Will my voice profile be transmitted via Internet?

1 | We never transmit voice profiles via Internet:

Your individual voice profile belongs to your very personal identity information. We guarantee to protect this personal information. This is why we never transmit your voice profile via Internet. The complete process of authentication is handled directly on our servers. Via phone we get a sample of your voice, via Secure Internet we transmit anonymously the approval or denial of this authentication - and nothing more than that.

2 | All user data and voice profiles are stored separately on different servers:

Even if someone got a hold of the data transmitted over a completely secure SSL connection, he/she could not make any use of the data. User data and voice profiles are kept on different servers and in different locations. If someone gets hold of one half of the information he may not take advantage of it without the other part.

3 | The voice profiles are encoded in such a way that no unauthorized person would be able to make any use of the data:

The key for decoding a voice profile is not stored on any server. Whenever a VOICETRUST server needs this key, it is generated right then under runtime conditions without being stored. Even the system administrator has no access to this information. Without this key, however, the voice profile is useless.

4 | There is no way to determine your identity based on a voice profile:

Even for assigning a voice profile to the speaker's personal data a key is needed. Once again, this key is generated by a VOICETRUST server just-in-time, and no reference table is stored.

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5 | Whenever we transmit data via Internet we use a completely secure SSL connection:

SSL is the internationally accepted protocol for secure data transmission via the Internet. You recognize SSL in the address bar of your web browser when you read "https://" instead of "http://", e.g. all banks use SSL for the secure exchange of data in their online banking transactions. You can be sure that our procedures are as secure than transfers from your bank accounts. In case you forgot your password for a corporate application, you simply call a hotline and identify yourself on the VOICETRUST Server by speaking the required sentence over the phone. Then the server generates a new password and sends it via SSL to a secure connection point in your network. There your new password is activated before our server reads out the password to you. You can continue to work immediately.

6 | By combining two separate communication channels, we eliminate the possibility that someone could spy out the entire process:

Let's assume you want to charge a purchase to your credit card: For security reasons, you have set a transaction limit for VOICETRUST to verify your identity before approving payment. This initiates the process of authentication (online as first communication channel). In a second step, the VOICETRUST server will dial your cell phone number to analyze your voice via phone (second communication channel). Only in the case of a match VOICETRUST will approve payment online (again via the first channel). It is absolutely impossible that someone spies out both your cell phone conversation and the encoded online data of your bank or credit card company at the same time. And again: For security reasons, we will never transmit your voice profile.

7 | All VOICETRUST security mechanisms are certified according to "Common Criteria":

The international community of states has defined the so-called Common Criteria, which establish common testing standards for data security. VOICETRUST has undergone a strict certification procedure as first supplier of voice authentication solutions worldwide to comply with these international criteria for IT security.