

GDPR relating to the Instant Systems Unmanned Store

Personal information

To be able to provide purchase receipts the system will request the email address of the customer. If provided it is stored securely and obscured when presented to operators.

In order to be able to perform recurring transactions, card tokens are stored securely.

Tracking Sensors

The function of the tracking sensors in the store is to detect and track people in the store. This is achieved by realtime-, on-device computing of image frames, no cloud or APIs are involved. For each frame, if one or more persons are detected within the tracked area, the Instant Systems Store Software will get a notification about it through an integration with the sensors. The notification only contains the TrackID (object counter), points in space (X,Y) and the rough height of the person within the area. The system does not use any biometrics nor is it able to identify specific people in any way. The system doesn't record or store image frames anywhere, as soon as a frame is processed it is discarded.



Image taken from Test store at Instant Systems HQ: Overview of how a tracked area might look with a person tracked (red dot with 2818)

For more information on the sensors, check attached: **Tracking Sensors_Xovis_gdpr_presentation.pdf**

Surveillance Cameras (if provided by Instant Systems)

Purpose of the surveillance cameras is to record product interactions performed by customers in the store to prevent and handle bad customer behavior. The videos provided by the cameras are stored locally on the computer as 5-minute clips for a configurable number of days. Unless bad behavior is suspected or a manual upload is requested which leads to the uploading of the video(s) to Instant Systems self-hosted cloud in Sweden the videos are automatically deleted from the local storage once the configured number of days have gone by. Once uploaded the videos can be reviewed by the staff with both access to Instant Systems backend and the needed permission level to view videos from the store in question. Once uploaded the videos are stored securely for 90 days before they're automatically deleted. The filenames of the video clips are based on camera-id, date and time.

For more information on Instant Systems Cloud, see attached: **Instant Systems Cloud Description.pdf**