



PRIVACY POINTS

The Amazon Echo Devices provided by your community and Speak2 are managed under Amazon's Senior Living platform. These devices are **anonymous**. No credit card, email, or cell number are stored. Your security and privacy are of the utmost importance and we protect you from any marketing or direct contact by outside, unwelcome sources. Amazon, Speak2, nor your community see any information other than when explicitly and directly requested.

The devices provided have been programmed to work **only** in the intended community. They cannot be reset or used outside of the specific WiFi and address of the location for which they've been programmed. If they are moved outside the community, they will not work and will not reset.

More details and common topics are discussed below:

1. The Device in the room (Echo Family Device or "EFD") is not constantly recording or streaming data to Amazon. We use an on-device wake word detection engine to listen for the assigned wake word. (currently, you can choose Alexa, Echo, Amazon, or Computer)
2. When the wake word detection engine hears the wake word, it streams the next 8 seconds (approx) of audio to Amazon for processing by our Natural Language Processor. The recording status is indicated by the blue LED ring on the device. If the blue ring is not lit, no audio data is streaming to Amazon.
3. If someone wishes not to have the device listen for the wake word, they can press the mute button on the top of the device. This electrically disconnects the microphone inside the device and is indicated by the red LED ring on the device. When the red ring is on, the device will not respond to commands, as it cannot hear anything.
4. The Alexa for Senior Living (A4H) system is designed to be generally anonymous in nature, in that A4H does not have any detail as to who is in the room. All we know is that a device in the room was spoken to.
5. Further - we delete all utterance details and recordings made to the device every 24 hours. Once the 24-hour mark has passed, we have no detail at all from utterances made to the device in the room. The property operators, System Integrators, and Solution Providers do NOT have access to the voice recordings from an A4H Device, ever.
6. Amazon further takes steps to ensure that inside those 24 hours, even our employees are restricted from accessing the recordings, and it is done on a "need to have" basis. Any access is logged and tracked. For instance, I cannot listen to recordings, and I would have to escalate to our support teams for that level of detail if needed.

If you have any questions, contact support@speak2family.com.

Updated as of January 2024