



How BIPA May Impact Your Voice Solution & Workforce

What is BIPA?

A Biometric Information Privacy Act (BIPA) is a law that focuses on protecting biometric information, which consists of physical characteristics that can be used to identify individuals, such as fingerprints, facial recognition scans, retina scans, and voice. The purpose of this type of law is to protect individuals' biometric information from being collected, stored, or used without their informed consent.

Where does BIPA apply?

BIPA is not currently a federal regulation, but each state could potentially have its own version over time. Illinois was the first to pass such legislation in 2008. There are multiple states that have a BIPA law or have recently introduced BIPA legislation.

Why consider BIPA?

Recently, advancing litigation proceedings, rulings allowing class action lawsuits, and awarding of potential damages under BIPA enforcement are raising concerns. Please take any voice solution provided by Mountain Leverage into account when considering compliance with any BIPA laws.

How should employers become BIPA compliant?

It is important to work with your legal counsel on how best to comply with BIPA across all applicable states. Typically, the most important factors in complying with BIPA regulations relate to informing employees and obtaining their proper consent prior to collecting, storing, or using any biometric information. Should questions arise outside of the information we have provided, please engage counsel who specializes in privacy law.

How is a voice solution related to BIPA?

- During the course of business between Mountain Leverage and our customers, which may include voice-optimized workflow execution, voice data is being processed through both a voice hardware device and voice device management software.
- The software may store a voice template, but only as a range value that cannot be reverse-engineered to an operator. These templates are solely used to correspond to vocabulary that an operator is properly speaking to synchronize with the appropriate word or phrase.
- The software does not automatically delete voice operators or templates after a period of inactivity; however, once an operator profile is manually deleted, all voice templates are deleted as well.
- Customers are responsible and accountable for all voice data and for complying with any and all data privacy laws applicable to its business.