RemotePhoto AI Statement

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RemotePhoto uses proprietary, AI-driven image processing to streamline ID photo submission and verification. The system has been trained on a previously reviewed dataset of de-identified images, allowing it to consistently determine whether photos meet predefined criteria such as clarity, facial visibility, lighting, orientation, and framing.

Our AI supports automated tasks, including:

- Cropping and rotating images
- Image quality classification
- Optional features for background removal, facial comparison, and OCR (Optical Character Recognition)

This technology enables faster, more accurate ID processing while maintaining high standards for data privacy and transparency.

How our AI Works

- Inputs: Secure, single-use photo submissions from users, typically via smartphones or webcams
- Outputs: The AI processes each image and determines whether it meets quality standards or requires resubmission
- Algorithms: RemotePhoto employs convolutional neural networks (CNNs) and other supervised machine learning methods
- Real-Time Feedback: The system evaluates submissions immediately, reducing manual review and accelerating approval

Privacy-Respecting Model Training

CloudCard trains its machine learning models in-house using de-identified ID photo data submitted by cardholders. We do not contract out this training to third parties. To protect privacy and minimize bias:

- No personally identifiable information (PII) or demographic data is included in training

- All metadata is stripped before training begins
- The training dataset contains only anonymous image content, ensuring the model learns purely from visual quality attributes
- The resulting model is a deep neural network, which stores no customer data or images, only learned patterns (comparable to how a human can learn to identify counterfeit money without memorizing specific bills)

Customers may opt out of having their data used for training at any time.

Not Generative AI

RemotePhoto's AI is not generative, not general-purpose, and does not evolve independently. It does not produce synthetic content, interact with external data, or alter any portion of the user's appearance in the photo. It applies consistent, rules-based learning to meet strict quality and security standards. This AI architecture was intentionally designed to balance efficiency with transparency, security, and user trust, minimizing the risk profiles associated with more open-ended AI systems. For further details, contact sales@cloudcard.us, support@cloudcard.us, or visit the RemotePhoto Support Center.