Security & Compliance Whitepaper

RemotePhoto by CloudCard

Version: 2026-06



Overview

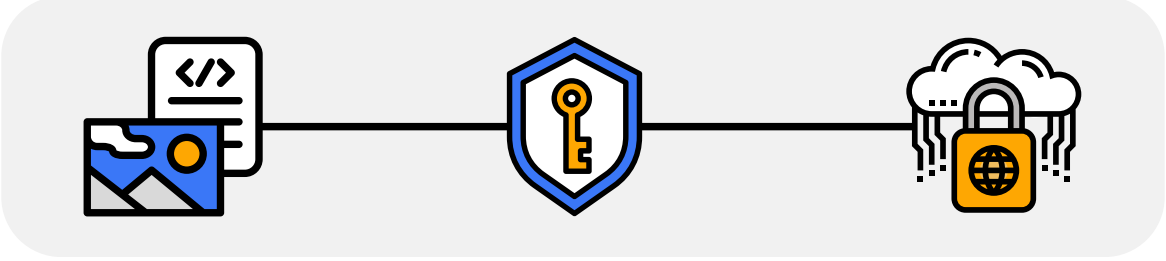
RemotePhoto by CloudCard is a secure, web-based identity photo submission platform that enables organizations to streamline ID photo collection, enhance quality, and reduce manual processing through AI-powered automation. Our customers trust us to process millions of images annually, and we are committed to upholding high standards for security, privacy, compliance, and accessibility.

This document provides an overview of our security controls, privacy practices, infrastructure, and third-party certifications that ensure customer data is handled responsibly and safely.

Data Security

We implement a layered security approach to protect customer data in transit and at rest:

- Encryption: All photo data and associated metadata are encrypted using AES-256 at rest and TLS 1.2+ in transit.
- Access Control: We use role-based access control (RBAC) systems to enforce least privilege for all employees and contractors. Admin access is tightly managed and regularly audited.
- Vulnerability Management: Automated vulnerability scans and patch management are in place. We leverage GitHub Dependabot, Amazon Inspector, and Astra Security to continuously monitor for and remediate vulnerabilities.
- Password Policy: Passwords must meet or exceed industry standards, and we enforce multi-factor authentication (MFA) for privileged access.



Application & Infrastructure

RemotePhoto is a fully cloud-based web application deployed in AWS-hosted infrastructure. CloudWatch, GuardDuty, and PaperTrail are used for performance monitoring, intrusion detection, and log aggregation.

Data Residency

Data is stored only in the region of your choosing (the United States or Canada).

Data is primarily processed in the region of your choice. However, the use cases below result in data being processed in-memory, NOT stored, in secondary regions. You can opt out of these use cases.

Photo Quality Scoring	In Memory Processing in Canada for all customers
Background Removal	In Memory Processing in the EU
Email Validation	In Memory Processing in the EU
Automatic Cropping	In Memory Processing in the United States
Reading Additional Photo Text	In Memory Processing in the United States

If you need a different data residency region, let us know!

Organizational Security

- Security Training: All employees complete security training upon hire and annually thereafter.
- Background Checks: Pre-employment background checks are required for all employees.
- Incident Response: A documented and tested Incident Response Plan ensures swift mitigation and communication in case of data breaches or security incidents.

Compliance

We maintain strict adherence to industry-recognized compliance frameworks:



- **SOC 2 Type 2:** Our latest SOC 2 audit confirms that RemotePhoto meets the Trust Services Criteria for Security with effective controls over a 6-month period.
- Third-Party Risk Management: We vet and monitor all subservice organizations (e.g., AWS) to ensure compliance with our security requirements.
- Data Retention & Disposal: Customer data is retained based on contractual terms and securely deleted thereafter.

Accessibility (WCAG & Section 508)

RemotePhoto is fully web-based and designed to be accessible:

VPAT Available: Our VPAT 2.5 demonstrates conformance with WCAG 2.0, 2.1, 2.2, Section 508, and EN 301 549 standards.

Privacy

We handle user and photo data with care and respect:



- Data Minimization: We collect only the data needed to process and validate ID photos.
- Consent and Transparency: Users are informed of how their data is processed via our Privacy Policy and Terms of Service.
- PII Protection: Personally identifiable information (PII) is restricted to authorized personnel, with access reviewed quarterly.
- Privacy Compliance Alignment: RemotePhoto complies with key global privacy regulations, including GDPR (Europe) and CCPA (California), ensuring consent-driven data handling, secure retention, and the right to erasure.【36†Asset Management Policy.pdf】.

Contact

For more information about security, privacy, or accessibility at RemotePhoto, please visit our Trust Center.