



# Clearview FAQ

## **Clearview Subscription**

Q: What do I get as part of a Clearview subscription?

A: You have unlimited access to Clearview's research technology and image database from your iPhone, Android, or Desktop computer.

Q: How long is my free trial?

A: You have 30 days of unlimited use of Clearview technology. After that, if you are interested in purchasing Clearview, please put us in contact with your supervisor or purchasing manager to begin the procurement process. We will not automatically shut off your account after 30 days, and we are happy to talk to you if you need more time.

Q: When does my trial officially begin?

A: Your 30 day trial begins when you log in for the first time.

Q: What if I signed up for an account and never heard back from Clearview?

A: After you request access, Clearview will send you an invite to set up your account. If you don't see this invite within a few days, check your junk mail, as sometimes the invites get lost there. If you still don't see it, contact us at [help@clearview.ai](mailto:help@clearview.ai) and we will work with you to set up your account.

Q: How can my colleagues sign up for a free trial?

A: You can refer them to our homepage, <https://clearview.ai/>, where they can request access, or you can email us their name and email at [help@clearview.ai](mailto:help@clearview.ai) and we will be happy to send them an invite.

## **Search Results**

Q: Where do Clearview's data sources come from?

A: Clearview's data is all gathered from publicly available sources, including news sites, social media, mugshots and more.

Q: How exactly does Clearview's technology work?

A: When you upload a photo to Clearview, our software analyzes the hundreds of features that make up the face and search for a matching face in our image database. Whether the software finds no results, similar results, or possible results is determined by how closely the facial features match those of another face in our database. The more certain that the uploaded face and search results match, the lower the delta number will be. You can find the delta number by hovering over the word "possible" or "similar" in the search results.

Q: What if I am not getting search results?

A: If you are not getting search results, the photo may be too blurry or have a bad angle. If possible, try a high resolution photo with a clear frontal view of the face. We are working on improving our image-sharpening technology, but currently a photo should work even if the suspect grows a beard, wears glasses, or appears in bad lighting. If your desktop is having a hard time picking up a face in an uploaded image, you can try focusing your phone camera on the face and use the Clearview app to search. Or, if you are using your phone to take a picture of a photo on your computer and the reflection is interfering with the results, try uploading the photo to the Clearview software on your desktop.

If you still are not getting results, try the photo again in a week or two. We are adding millions of new photos to our database every day, so you may get a match in a few weeks even if you don't right now.

Q: How accurate are Clearview's search results?

A: Clearview has the most accurate facial identification software in the world, with a 98.6% accuracy rate. This does not mean that you will get matches for 98.6% of your searches, but you will almost never get a false positive. You will either get a correct match or no results. We have a 30-60% hit rate, but we are adding hundreds of millions of new faces every month and expect to get to 80% by the end of 2019.

Q: Can I upload my own photos/gallery to Clearview?

A: Yes! Clearview can help you import your photos from whatever format they're in (JSON, CSV, SQL, or other) and manage them for you. You will be able to search your own photos with the accuracy of Clearview's algorithm. Search results from your own gallery will appear alongside Clearview search results. You can set the results to be only accessible to your own users, or opt-in to share it with other law enforcement agencies. You can choose to share the photos with them outright or a blurred version where you can vet each request. Clearview will never share your information with anyone else without your agency's consent. This feature is currently under development, please email [help@clearview.ai](mailto:help@clearview.ai) if you want to be the first users to have this.

## **Privacy & Security**

Q: Who can see my search history?

A: Only the administrator of your organization can see your search history. The administrator has the right to add and remove users in their organization, and they can do audits to make sure that the tool is being used properly.

Q: What is my search history retention?

A: By default, searches are retained forever unless an administrator uses the *secure delete* tool. Administrators can change the settings to automatically purge search history after 30 days, which means the original image, database entry, and search results will be purged from all Clearview systems, including the backups.

Q: Am I allowed to use Clearview results as positive ID or as evidence in court?

A: Search results established through Clearview AI and its related systems and technologies are indicative and not definitive. Clearview AI, Inc. makes no guarantees as to the accuracy of its search-identification software. Law enforcement professionals MUST conduct further research in order to verify identities or other data generated by the Clearview AI system. Clearview AI is neither designed nor intended to be used as a single-source system for establishing the identity of an individual. Furthermore, Clearview AI is neither designed nor intended to be used as evidence in a court of law.

Q: Where is Clearview's data hosted?

A: Clearview AI maintains and manages its own cloud storage system in the United States of America. We have completed multiple independent security reviews, and have a dedicated cybersecurity team which monitors and protects the security of user accounts and data. Clearview AI also has cybersecurity insurance.

Q: Are the images I search shared with anyone else?

A: Probe images submitted to Clearview AI are not shared with any third parties. Clearview customer support employees cannot view any user's probe images and cannot view the image search results which users are obtaining.

### **About the Company**

Q: How is Clearview different than other facial identification companies?

A: Clearview's facial identification software is more accurate than that of any other company. The software is able to find a matching face out of a billion faces, rather than simply comparing two faces. We also have a larger database than other facial identification companies, with almost 2 billion faces, and we are adding millions more every day.

Q: How many agencies use Clearview?

A: Over 300 agencies nationwide are at various stages of contracting for Clearview's software, including agencies at the federal, state, and local levels. If you would like references or success stories, feel free to contact us and we would be happy to send you that information.

Q: Who can I contact at Clearview?

A: You can contact our help desk at any time by emailing [help@clearview.ai](mailto:help@clearview.ai).