1**. Will the "familiar faces" feature be available on old cameras, or only news ones bought after the feature is rolled out?**
This will be available across Ring's 2K and 4K devices.

2. **How far away can Amazon's "familiar faces" recognize a person's face? In Ring's literature about other features, it** *noted* [*30 feet*](). ***Would that be the outer limit?***
We optimize our features for real-world use. With Familiar Faces, we focused on where most door interactions happen - when people are close enough to your door for you to actually see and greet them.

3. **I saw reporting that this feature will be off by default. Can Amazon promise that this feature will always remain off by default?**
Customers have control over whether they want to turn on familiar faces.

4. **I saw reporting that Amazon will not make this feature available in Illinois, Texas, and Portland, Oregon, due to biometric laws there. Will this feature be available in Washington state? Will this feature be available in the about [16 states]() that require opt-in consent for companies to process sensitive data? Will this feature be available in Europe?**
Customers are expected to use our products and features in accordance with law. We display a message in-app to remind customers that they should comply with applicable laws that may require obtaining consent prior to identifying people.

5. **Will Ring attempt to obtain consent from anyone aside from the individual Ring camera owners? If not, how will it legally justify its processing of this biometric data?**
Answered above in #4.

6. **What happens to the biometric data of a person who steps in front of a "familiar faces" enabled Ring camera but who is not tagged by a Ring owner? Does Amazon delete it?**
Unnamed profiles and associated data are automatically removed if that person isn't seen again within the customer's video storage timeframe (video retention period 30-180 days).

7. **Where does the biometric processing for "familiar faces" happen? Does it happen on-device, or does it happen on Amazon's servers?**
Ring's Familiar Faces feature happens in the cloud, not on the device. We implement comprehensive security measures including encryption for data at rest and in transit, access controls, and database isolation to protect user biometric data. Users maintain control over their profiles with the ability to delete any profile at any time, resulting in removal of associated biometric data.

8. **Where is the biometric data stored? Is it stored on-device, or is it stored on Amazon servers?**
Answered in question #7.

9. Does Amazon use the biometric data from "familiar faces" for any other purposes, including training and improving its face recognition algorithm?
No, Ring does not use biometric data from Familiar Faces for model training or algorithm purposes.

10. If law enforcement compelled Ring to identify every camera/location in which a person's face has been detected on a Ring camera (either in the past or in real-time), would Ring have the technical capability to do so? Has Amazon discussed this capability with law enforcement? This hypothetical seems very similar to your "Search Party" feature Amazon describes—except for humans, not dogs.
No.