TRUE DATA TO IMPROVE MOBILITY

20 April 2026

RE: Quality Counts Video Retention & Security Policies

QC utilizes a security plan that protects data we generate, analyze, store, and transmit to our clients. Our strategy aligns with industry standards and various state DOT requirements for data storage and security.

Cloud Security

Our cloud infrastructure is hosted on Amazon Web Services (AWS), which provides advanced encryption, network isolation, and continuous monitoring. AWS has a strong track record against hacking and other security vulnerabilities and adheres to widely recognized compliance standards, providing a secure environment for all stored data.

Data generated for projects is delivered as standardized output products, with fully documented specifications, data dictionaries, and defined product metadata. Every processing step, from raw data or video to final product, is documented via data flow diagrams and process specifications detailing security and transfer protocols. As a data provider for civil entities, our infrastructure inherently supports secure and encrypted data transfer. Data in transit and at rest is protected using encryption standards appropriate for sensitive and confidential information.

Our administrative, physical, and technical safeguards protect product data against unauthorized access or modification, ensuring confidentiality, integrity, and availability. Safeguards include physical security measures at our facilities, firewalls, encryption, and strict access control policies. Established procedures are in place for reporting cybersecurity incidents or breaches, and clients are promptly notified of any such events

Our business continuity and disaster recovery plans address risks including natural disasters, theft, equipment failure, or technical difficulties. All data is regularly backed up and securely stored, and recovery procedures are in place to minimize disruption while ensuring data integrity.

Data Confidentiality

All data accessed, created, or stored by our systems is treated as confidential unless otherwise specified by clients in writing. We handle all data according to its security classification, in compliance with typical DOT Information Resources and Security requirements. We comply with all open records policies and will not release information without explicit written approval from the data owner.

Traffic Video Retention Policy

Traffic video data collected by our systems will be securely stored for a maximum of **three months** from the date of delivery, after which it will be permanently deleted. Video resolution is intentionally hardware-limited and **cannot be used to identify individuals, license plates, or other personal identifying information**, ensuring privacy and compliance with data protection standards.

If you have any questions about QC's security policies, please contact me at mshields@qualitycounts.net.

Thank you,



Mark Shields
Vice President

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