

Privacy Policy

Effective Date: August 25, 2025

Last Updated: August 25, 2025

Capital Live Scan ("we," "our," or "us") is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy describes how we collect, use, disclose, and protect the information provided when visiting our website <https://www.capitallivescan.com>, contact us, or use our Live Scan services.

Information We Collect

We may collect the following types of personal information when you interact with our website or Live Scan services:

- **Contact Information:** Name, email address, phone number, mailing address.
- **Service Information:** Details required to process background checks and Live Scan submissions.
- **Technical Information:** IP address of your internet connect end-point device, browser type, and pages visited.
- **Uploaded Documents:** Forms or hard card images you provide for processing.

- **Personally Identifiable information:** Name, date of birth, sex, social security number, identification information, home address (This information is only captured as part of the Live Scan transaction, and the data is electronically transmitted to the California Department of Justice (CA DOJ) and the Federal Bureau of Investigation (FBI)). The Request for Live Scan Service Form (BCIA 8016) is retained by Capital Live Scan per the CA DOJ Terms and Conditions for 12 months after the Live Scan transaction is submitted and then confidentially destroyed.

Biometric Data Handling

Capital Live Scan retains the fingerprint images after secure submission to authorized agencies (e.g., CA DOJ, FBI), in accordance with the CA DOJ Terms and Conditions for 30 days from the date of the initial transmission and then all information is erased. All biometric data is transmitted using secure, encrypted methods in real-time and not stored on local servers. All data is encrypted while at rest.

How We Use Your Information

We use your information to:

- Provide, schedule, and fulfill Live Scan fingerprinting services.

- Ensure compliance with CA DOJ, FBI, and other regulatory requirements.
- Respond to inquiries and provide customer support.
- - Communicate updates about your services or appointments.

Sharing Your Information

We only share your personal information in the following limited circumstances:

- With authorized government agencies (e.g., CA DOJ, FBI).
- With service providers (agencies requiring fingerprint background checks) under contract with Capital Live Scan and with strict confidentiality agreements.
- As required by law or in response to legal processes or government requests.

We do not sell, trade, share, or rent your personal information.

Data Security

We implement and maintain industry-standard security protocols to protect your data:

- Encrypted transmission and storage of sensitive data.
- Secure facilities and access controls.
- CA DOJ certified fingerprint technicians (background checked) handling your information.

Data Breach Notification

In the event of a data breach involving personal information, we will notify affected users and authorities in accordance with applicable laws and regulations, including timelines required by California law and the CA DOJ breach notification policy.

Cookies and Tracking

We use cookies to analyze website traffic and personalize your experience. You can control cookie preferences through your browser settings.

Your Choices and Rights

You have the right to:

- Access or correct your personal information.
- Request deletion of your data, where legally permissible.
- Opt out of marketing communications.

To exercise these choices and rights, please reach out to Capital Live Scan at the contact information below to request any of the above scenarios.

California Privacy Rights (CCPA Disclosure)

If you are a California resident, you have the right to request:

- The categories and specific pieces of personal information we have collected about you.
- The categories of sources from which the personal information was collected.
- The business or commercial purpose for collecting the information.
- The categories of third parties with whom we share personal information.
- To exercise these rights, please contact us at: contactus@capitallivescan.com or call 916-456-5260.

Children's Privacy

Our services are not typically applicable to individuals under the age of 13, however, this is dependent on whether a fingerprint background check is mandated for individuals under the age of 13.

Third-Party Links

Our website may contain links to third-party websites. Capital Live Scan is not responsible for the privacy practices of any referenced third parties.

Changes to This Policy

We may update this Privacy Policy periodically.

Contact Us

Capital Live Scan

5706 Broadway, Sacramento, CA 95820

916-456-5260

contactus@capitallivescan.com

<https://www.capitallivescan.com>