

Privacy policy.

Last updated May 13, 2026

THE SHORT VERSION

We do not record or store video. It stays a live stream so that the people you authorize can look in, and it is encrypted from the camera to their screen. The only information we keep is the basic account details the software needs to run, and, if you turn these features on, safety clips and a log of safety alerts. We do not record audio, we do not use facial recognition, and we do not sell your information.

This policy explains how Memoria handles information when your center uses our cameras. It applies to centers in the United States and Canada. You decide to use Memoria and control how it is set up. Your center is responsible for the information and for getting parents' consent, and Memoria acts as your service provider and follows your instructions.

The video is a live stream, not a recording

Our cameras produce a live video stream, and they look for the safety events you set up. So that the people you authorize can look in from their phones or computers, the stream travels over the internet, encrypted from the camera to the screen. We do not record it, and we do not save it at any point.

Safety clips are optional

When the cameras notice a safety event, they can send a short clip of that moment to your teachers' phones, so they can see what happened and respond. Delivering that clip is the only reason a clip is created.

The clip is encrypted, and it is deleted automatically after 15 days, or sooner if you delete it yourself. If you want to keep one for longer, you can download a copy to your facility. This feature is optional. If you turn it off, no clip is ever created, sent, or kept.

Who can see it

The video and any clips are encrypted, and the keys to open them stay with the people you authorize. We do not hold those keys, so we cannot open your video or clips.

You decide who can log in, what they can see, and the times of day they can log in. Safety clips are for your staff. If you give parents access, they can watch the live stream only, and they cannot see safety clips.

How we protect your information

Video is encrypted as it travels over the internet, using TLS, the same standard that protects online banking. Clips and account information are encrypted where they are kept, using AES-256.

We keep your information in the country where your center operates, and it stays there. For centers in Canada, it is stored on encrypted servers in Canada, in Montreal and Ottawa, and it is not transferred outside the country. For centers in the United States, it is stored on encrypted servers in the United States and is not transferred outside the country.

The keys to open your video and clips stay with the people you authorize, and we do not hold them.

What we keep, and for how long

Because we do not store video, the information we keep is limited. If you have safety clips turned on, each clip is encrypted and deleted automatically after 15 days, or sooner if you delete it.

We also keep a log of the safety alerts the cameras raised, such as a possible fall in Room 3 at 2:14 pm. We store this so that your staff has a record of what happened. You can turn these logs off, and if you do, no logs of any kind are stored or saved.

We store basic account information for the staff and parents who use Memoria, like a name and an email address. This is needed for the software to work at all, such as letting families use the live stream or letting staff receive safety alerts.

You can delete any of this whenever you want. You can clear all the data on your account without closing the account, or close the account entirely, which deletes everything, including the safety-alert logs. Anything you delete on your side is deleted on ours as well.

What we never do

We do not record audio, we do not use facial recognition or any other kind of biometric identification, and we do not sell your information or use it for advertising.

Children's privacy and your rights

Because our service involves video of children, it is covered by children's privacy laws. In the United States, that is the Children's Online Privacy Protection Act, known as COPPA. In Canada, it is the Personal Information Protection and Electronic Documents Act, known as PIPEDA, along with provincial privacy laws. Under all of these, your center is the organization responsible for the information: you get a parent's consent before a child is monitored, and Memoria acts as your service provider.

At any time, you or a parent can ask to see what information exists about a child, ask us to delete it, or ask us to stop collecting it. When a request comes from a parent, it comes through you, and we help you carry it out.

Sharing

We do not share your information with anyone. We do not sell it, we do not give it to advertisers, and we do not hand it to other companies.

The only time we would ever disclose information is if the law required it, such as a valid court order, and where we are allowed to, we would tell you first. That said, because we do not store video, there is no video for us to disclose. We cannot share data we do not have.

Changes to this policy

If we change this policy, we will post the updated version here and change the date at the top. If a change meaningfully affects information about children, we will let you know directly.

Questions

If you have any questions about this policy or about how your information is handled, you can reach us at aryaman@memoria-health.com. Parents should start with your center.

