Request for Information (RFI) on Public and Private Sector Uses of Biometric Technologies: Responses

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For OSTP's inquiry into uses of biometric technologies and the impact on affected populations, I offer you the story of one customer's experience with Spectrum Cable and their Voice ID security system.

In a nutshell, she alleges that without her knowledge and affirmative consent she was opted into the cable provider's Voice ID system which creates a digital voiceprint from her voice, so in future calls less authentication is needed. She says her involuntary enrollment in the program came about despite the company's publicized assurances that the program was "optional" and "completely voluntary."

See her story here:

>https://www.mouseprint.org/2022/01/10/does-spectrum-capture-your-voice-then-secretly-use-it-for-id-purposes/<

What happened to her, and perhaps to other customers, raises the need for better notice and recordkeeping of opt-in acceptances to biometric services, penalties irrespective of financial loss to the victim for violations of stated biometric policies or applicable law, and better disclosure when biometric tools are being used that affect individual consumers.

I offer this information as a consumer advocate, and a former Assistant Attorney General in Consumer Protection in Massachusetts.

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