

Background

SST commonly receives requests from our customer agencies to assist them in fulfilling requests made through the Public Records Act (PRA) or the Freedom of Information Act (FOIA) to release data.

Under the terms and conditions of the ShotSpotter Flex™ Services Agreement between SST and its customers, all ShotSpotter data is the sole and exclusive property of SST, Inc. ShotSpotter customers are expressly prohibited from distributing or making ShotSpotter data available to others outside the contracting agency without SST's permission.

SST and its confidential, proprietary data are protected under the exemptions defined in the federal Freedom of Information Act (FOIA) and the Public Records Acts (PRA) of virtually all states and are not, therefore, subject to release in response to FOIA or PRA requests.

Responding to FOIA and PRA Requests

Customer agencies who receive FOIA or PRA requests for ShotSpotter data may respond in one of two ways. The first is to decline to release anything on the grounds cited above. The second is to release a limited set of redacted data, to which SST would be amenable, in a form that would not harm SST's business and allow the customer to respond from a public goodwill point of view.

The redacted form would obscure precise time, location, and rounds fired information along with sensor participation and actual recordings, and be limited to the following information:

- **Type of alert** (i.e., Multiple, Single or Possible Gunfire)
- **Date of alert**
- **Beat of the alert.** For agencies not using the designation "beat" to describe a geographic boundary, please use the smallest geographic boundary defined within your agency. Agencies may also release the latitude and longitude of the incident location with a precision not to exceed three (3) decimal places (e.g. 39.373, -74.421).

Any ShotSpotter data made available in this form must be in a printed format only, which would allow the public to view/consume the data without having the ability to redistribute electronic database versions of the data. If required, SST will provide a cover letter with a clear explanation of SST's data rights and restrictions along with the applicable FOIA/PRA exemptions.

Getting Help

If your agency receives a request for ShotSpotter Data via the Public Records Act or the Freedom of Information Act and would like assistance with a response, please contact SST Support at support@shotspotter.com as soon as possible to start the process of responding to the request. In the email, please provide an electronic copy of the FOIA or PRA request and any other details that may be important so they we can better assist you.

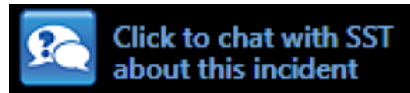
If you do not require assistance fulfilling a FOIA or PRA request, SST would appreciate a courtesy notice of the request and your intention to reply.

Contacting Customer Support

SST Customer Support is available to all customers with valid contracts. You may contact SST Customer Support:

Via Live Chat (24x7):

From either the ShotSpotter Flex Alert Console or the ShotSpotter Flex Investigator Portal, look for the chat links:



Or by following this link in any web browser:

<https://chat.shotspotter.com/chatrequest>

Via Phone:

Phone support is available Monday-Friday, 8:00 am to 5:00 pm Pacific Time. Please contact our support team during these hours at: +1 (888) 274-6877, then dial option 4.

Via Email:

Email support@shotspotter.com. Please include as much detail as possible so we may better serve you quickly.