

SHARK TRAP GAMING & SECURITY SYSTEMS

24/7 AI Support Line — Privacy Policy

Effective Date: April 19, 2026 | Version 1.0

01 Introduction

This Privacy Policy describes how Shark Trap Gaming & Security Systems (“Shark Trap,” “we,” “us,” or “our”) collects, uses, and safeguards information obtained through the Shark Trap 24/7 AI Support Line, operated by our automated voice agent ARIA (Automated Remote Intelligence Agent).

The AI Support Line is an inbound technical support service intended for casino floor technicians, slot operations managers, pit supervisors, and other authorized personnel at properties using Shark Trap products. By calling the dedicated support number, the caller acknowledges and consents to the data practices described in this document.

This policy confirms that information collected through the AI Support Line is used solely to provide technical support, diagnose equipment issues, and facilitate internal escalation. We do not sell, rent, trade, or otherwise disclose caller information to unaffiliated third parties, and we do not use any of this information for marketing purposes.

02 Information We Collect

During a support call, ARIA collects only the information reasonably necessary to identify the caller, diagnose the reported issue, and deliver a resolution. Information collected includes the following categories:

Category	Examples of Information Collected
Caller Identification	First and last name, job role or title, and the property or casino location the caller is contacting from.
Equipment Details	Product name or model (e.g., Multi Deck Shuffler, Mako, Poker Shuffler, Remora), table number, unit or serial identifier, and any applicable error codes.
Issue Information	The caller’s description of the technical issue, diagnostic answers provided during the troubleshooting sequence, and the outcome of each step attempted.
Contact Details	Mobile phone number (for SMS delivery of how-to videos), callback number, and preferred contact window when escalation is required.

Category	Examples of Information Collected
Call Records	Audio recording of the call, full verbatim transcript, timestamps, call duration, and metadata associated with the session.
Delivery Records	A record of any SMS messages sent during the call, including the video link delivered and confirmation of send status.

ARIA does not request and is not designed to collect payment card data, government-issued identification numbers, passwords, or any other sensitive personal information. Callers are asked to refrain from providing any such information during the call.

At the start of every call, ARIA verbally discloses that the call may be recorded for quality and support purposes.

03 How We Use This Information

Information collected through the AI Support Line is used exclusively for the following purposes:

- **Technical diagnosis and resolution** — to understand the reported issue, route the caller through the correct diagnostic sequence, and attempt to resolve the problem on the call.
- **SMS delivery of support materials** — to send relevant how-to video links to the caller’s mobile phone during the call where doing so supports resolution.
- **Escalation to Level 2 support** — to generate a complete handoff record for the Shark Trap technical team when an issue cannot be resolved on the call, so the team can follow up without requiring the caller to re-explain the issue.
- **Internal quality improvement** — to review call transcripts, refine ARIA’s diagnostic scripts, improve troubleshooting accuracy, and enhance the overall support experience.
- **Recordkeeping and service history** — to maintain a log of support interactions by property and unit, which assists in identifying recurring issues and supporting warranty or service-history inquiries.
- **Legal and compliance obligations** — to comply with applicable laws, regulations, and gaming-industry requirements, and to respond to lawful requests from regulators or authorities.

We do not use call information to build marketing profiles, to send promotional communications, or to make automated decisions that produce legal or similarly significant effects on any individual.

04 No Third-Party Sharing and No Marketing Use

Our Commitment

Shark Trap Gaming & Security Systems does not sell, rent, lease, trade, or otherwise share information collected through the AI Support Line with any third party for that party's own use. We do not use any caller information — including names, phone numbers, call recordings, or transcripts — for advertising, marketing, promotional outreach, or the building of marketing or behavioral profiles of any kind.

Information collected through the AI Support Line remains within Shark Trap and is accessible only to authorized Shark Trap personnel — specifically, our Level 2 technical support team, engineering staff, and administrators responsible for maintaining the support system.

05 Service Providers Who Process Data on Our Behalf

To deliver the AI Support Line, we rely on a small number of trusted technology providers that process information strictly on our behalf and under contractual obligations that restrict use of the data to providing services to Shark Trap. These providers are not permitted to use caller information for their own commercial or marketing purposes.

Provider	Service Provided	Information Processed
VAPI.ai	Phone infrastructure, call session management, and call recording.	Caller audio, phone number, call metadata, transcript, and session logs.
Anthropic (Claude)	Conversational AI engine powering ARIA's reasoning and dialogue.	Call transcript and caller-provided context required to generate responses.
ElevenLabs	Voice synthesis that produces ARIA's spoken responses.	ARIA's generated text output (not caller audio).
Twilio	SMS delivery of how-to video links to the caller's mobile device.	Mobile phone number and the content of the SMS message sent.

Each provider is bound by its own security and data-handling commitments, and is used solely to provide the technical functions listed above. Engaging these providers to operate the system does not constitute sharing caller information with third parties for their independent use.

06 Limited Legal and Safety Disclosures

We may disclose information collected through the AI Support Line only in the following limited circumstances:

- When required by applicable law, subpoena, court order, or valid request from a government or regulatory authority, including gaming regulators.
- When necessary to protect the rights, property, or safety of Shark Trap, our customers, our personnel, or the public.
- In connection with the investigation of suspected fraud, security incidents, or violations of our terms of service.
- In the event of a corporate transaction such as a merger, acquisition, or sale of assets, in which case information will continue to be protected under the terms of this policy or an equivalent successor policy.

None of the circumstances above constitute commercial sharing, sale, or use of caller information for marketing.

07 Data Retention

Information collected through the AI Support Line is retained only for as long as is reasonably necessary to support the purposes described in this policy, including providing technical support, maintaining service history, improving the quality of ARIA's diagnostic scripts, and meeting legal or regulatory obligations.

When retention is no longer required, records are deleted or anonymized in accordance with Shark Trap's internal data-retention practices.

08 Security

We take reasonable technical and organizational measures to protect information collected through the AI Support Line against unauthorized access, disclosure, alteration, or destruction. Access to call records, transcripts, and escalation logs is restricted to authorized Shark Trap personnel with a legitimate business need.

While no system can be guaranteed to be completely secure, we work to continuously review and improve our safeguards in line with industry practice.

09 Caller Choices

Callers who do not wish to have their call recorded or their information collected may end the call at any time. Resolution of technical issues through the AI Support Line requires ARIA to collect the information described in Section 02; callers who prefer not to share this information may instead request support through an alternative channel offered by Shark Trap.

To request access to, correction of, or deletion of information associated with a specific call, authorized personnel at the affected property may contact Shark Trap using the details in Section 11. Requests will be handled in accordance with applicable law.

10 Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or the services we offer. When we make material changes, we will update the “Effective Date” at the top of this document and, where appropriate, notify the properties that use the AI Support Line.

11 Contact Us

Questions, concerns, or requests regarding this Privacy Policy or the handling of information collected through the AI Support Line may be directed to:

Shark Trap Gaming & Security Systems

Attn: Privacy Administrator

Las Vegas, Nevada, USA

Email: dino@sharktrap.com