



Public Records Statement

How ScamZero interacts with open-records obligations

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✓ Summary

A records request for resident submissions to a Safety Center produces nothing, because nothing exists to produce.

ScamZero does not write submitted content to storage, and the assessment it produces is deleted the moment the resident opens it. There is no archive, no case file, and no historical record of who checked what.

1. Why This Question Comes Up

When a public agency uses a hosted service, its records officer reasonably asks whether the vendor is holding records that the agency would have to produce under its state's open-records act. For most software vendors the answer is yes, and the agency has to plan for it.

For ScamZero the answer is unusual, and it is worth stating plainly rather than leaving a records officer to assume the ordinary case.

2. What ScamZero Holds

Category	Held by ScamZero?	Detail
Resident submissions (text, email, screenshot, link)	NO	Analyzed in memory. Never written to storage.
The assessment produced	BRIEFLY	Deleted on first view; expires automatically if never opened.
Who submitted what	NO	Residents use the Safety Center with no account and no login.
An email forwarded from an unconfirmed address	UP TO 24 HOURS	Held unanalyzed so the confirmation link works, then deleted. The sender starts over.
Organization account and branding settings	YES	Retained while the organization participates.
Records of agreement acceptance	YES	Retained as described in the Privacy Policy.

Two qualifications a records officer should know rather than discover: a weekly database backup is retained for twelve weeks, so an assessment that happened to be alive at the

moment of a Sunday snapshot can persist in that backup; and Cloudflare's platform provides point-in-time restore for 30 days. Neither is queryable in the ordinary course, and neither contains submitted content, because submitted content was never written.

3. How ScamZero Handles a Request

- ✓ ScamZero does not respond directly to a request for the agency's records. Requests are referred to the customer agency, which is the entity subject to the applicable open-records act.
- ✓ ScamZero will promptly provide the agency any records it holds on the agency's behalf that the agency needs in order to respond.
- ✓ ScamZero will not assert confidentiality to prevent an agency from meeting its own disclosure obligations, and does not ask agencies to sign a non-disclosure agreement covering the Safety Center.
- ✓ Where an agency's law or policy requires specific contract language on records access, retention, or return, ScamZero will accommodate it.

The corresponding contract terms are in the Scam-Safe Communities Program Terms, which expressly preserve an organization's public-records, open-meetings and disclosure obligations.

4. Records in a Vendor's Hands

A records officer's real question is usually not whether the vendor volunteers its records. It is whether the state's act reaches records the vendor holds even when the agency never sees them. In most states it does, by one of several routes:

- **Texas** defines public information to include information maintained for a governmental body where that body owns it, has a right of access to it, or paid to have it maintained.

- **Illinois** deems a record held by a party contracted to perform a governmental function, and directly related to that function, a public record of the public body itself.
- **Florida** defines a private entity acting on behalf of a public agency as an “agency,” and requires the agency to notify its contractor of a request and the contractor to produce.
- **Washington** reaches records an agency used but does not possess, including records held by an out-of-state vendor.

ScamZero’s position is not that these rules fail to apply. It is that **the records they would reach were never created**. A rule compelling production of vendor-held resident submissions operates on nothing, because submissions are analyzed in memory and never written to storage. The rules apply; there is no responsive material.

For the records ScamZero does hold — the organization’s account, its branding settings and its agreement records — ScamZero will produce them to the agency on request, at no cost, and in a format compatible with the agency’s systems. The Scam-Safe Communities Program Terms carry the contract language Florida’s section 119.0701 requires, and ScamZero will accommodate an equivalent clause required by another state.

A note on scope

This statement describes what ScamZero holds and how it behaves. It is not legal advice about any state's open-records act, and it is not a determination of whether particular material is a public record of your agency — that determination is yours to make, and states differ meaningfully on how their acts treat records in a vendor's hands.