

# Global Security Card (GSC)

## Frequently Asked Questions

Security, Privacy & Control for Discerning Clients  
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### 1. What types of situations does GSC assist with?

We assist with any security and safety issue you may encounter while traveling or residing abroad. Our services include:

Category	Examples of Assistance
Security & Safety	Live person communication, on-the-ground support, development and execution of emergency plans for individual situations

Category	Examples of Assistance
Diplomatic Liaison	Communication with embassies and consulates on your behalf
Legal Issues	Assistance with lawful or unlawful arrest, concerning interactions with local police
Medical Support	Coordination for ambulatory medical incidents, finding vetted healthcare facilities
Asset Protection	Guidance and supervision to help secure your personal assets during a crisis
Victim Support	Crime victim assistance, including coordination with local authorities
Psychological Care	Access to psychological care and support during or after any emergency
Security Personnel	Deployment of security operators for on-the-ground assessment and coordination (Levels III–V)
Local Knowledge	On-the-ground local advice, cultural navigation, and language barrier assistance

## 2. Is there a limit on how many times I can use the service?

**No.** There is no limit on the number of incidents per individual for the duration of your membership. Whether you need assistance once or multiple times during your membership period, your coverage remains active.

## 3. Is this insurance?

**No.** GSC is a **security assistance and coordination service**, not insurance. We help you navigate emergencies, coordinate resources, and connect you with vetted local providers. Any third-party costs (medical care, evacuation, legal fees, etc.) are your responsibility unless covered by a separate insurance policy. We can assist with documentation for your insurance claims.

## 4. What's the difference between GSC and travel insurance?

Travel insurance typically reimburses you for financial losses (trip cancellation, lost luggage, medical bills) after you pay out of pocket. **GSC provides active, real-time assistance**—a live person who helps you during the emergency itself, coordinates on-the-ground support, and guides you through the situation as it unfolds. We work on a solution during a crisis.

## 5. How do I get help?

You have three ways to reach us:

- **SOS Button:** Inside the GSC app for life-threatening emergencies
- **Global Hotline:** One international number available 24/7—save it to your contacts
- **In-App Chat:** For non-urgent inquiries or updates during ongoing incidents

All methods connect you to a live person immediately. No automated systems, no voicemail trees.

### **6. Is the hotline really 24/7?**

**Yes.** Our security service center is fully staffed 24 hours a day, 365 days a year. A live person answers every call.

### **7. Do I need to speak the local language?**

**No.** Language barriers are one of the most common challenges travelers face. Our call center staff are multilingual, and we can arrange for interpretation services as needed. Your primary communication will always be in your preferred language.

### **8. Are there age restrictions?**

**No.** There are no age restrictions. GSC members can be of any age—from children traveling with family to senior travelers.

### **9. Do I need a physical examination to join?**

**No.** No physical examination is required for membership.

### **10. Are there any claims or reimbursement forms?**

**No.** Unlike insurance, GSC requires **no claims forms, no reimbursement paperwork, and no out-of-pocket waiting periods** for our coordination services. When you need help, you simply call. (Note: Third-party services arranged on your behalf may require direct payment to providers.)

### **11. What does the membership include?**

All benefits and services are included in a single pre-paid premium as per your chosen membership plan. There are no hidden fees, no per-incident charges, and no deductibles for our coordination services. You pay one flat membership fee. There are three tiers available.

### **12. Are there any additional costs I should know about?**

GSC coordinates your assistance at **no additional cost for our services.** However, for **Levels III, IV, and V engagements** (where on-the-ground personnel are deployed), third-party costs may apply, such as, but not limited to the following:

- Security operative personnel (hourly/daily rates)

- Travel tickets (flights, trains, private transport)
- Medical evacuation or ambulance services
- Hospital deposits or medical care
- Accommodation during extended crises

We will provide cost estimates before committing to third-party services whenever the situation permits. **The client remains responsible for any additional costs incurred during their emergency.**

### **13. Are security operators bodyguards?**

**No.** On-the-ground operators are not personal bodyguards. They are vetted security professionals who assess situations, coordinate resources, liaise with local authorities, and facilitate your safe movement or evacuation. They do not provide continuous close protection unless separately arranged.

### **14. What if I'm arrested or detained?**

Contact GSC immediately. We can:

- Verify your identity and situation
- Liaise with your embassy or consulate on your behalf
- Help locate qualified local legal representation
- Provide guidance on your rights and local procedures
- Maintain communication with your family or employer as authorized

### **15. What if I'm a crime victim?**

We provide crime victim assistance, including:

- Coordinating with local police
- Helping you access medical care
- Arranging for psychological support
- Assisting with embassy notification
- Helping secure your documents and belongings

### **16. What if I need psychological support during or after an emergency?**

Crisis situations can be traumatic. We can arrange access to psychological care and support services to help you cope during and after any emergency.

### **17. What happens in a large-scale disaster (Level V)?**

For events like natural disasters, civil unrest, or states of emergency:

- Our call center establishes immediate contact with all affected members in the region
- Additional security personnel may be deployed as needed
- We coordinate evacuation routes, transportation, and accommodations
- Communication is maintained throughout the incident
- We work with diplomatic services and local authorities on your behalf

### **18. Does GSC track my location?**

**Only when you want us to.** Your location is monitored only when:

- You have the GSC app open and actively in use
- You initiate an SOS or assistance request

We do not passively track your location. Full details are available in our Privacy Policy.

### **19. What if I don't have cell service or Wi-Fi?**

If you are in an area with no connectivity:

- The SOS button will store your location and attempt to transmit when service is restored
- We recommend saving the Global Hotline number to your phone—standard calls may still connect even when data is unavailable
- In remote travel situations, we suggest sharing your itinerary with a trusted contact before departure

### **20. Doesn't consolidating all our family's travel and security information into one app create a single point of failure? If compromised, wouldn't a bad actor have everything?**

This is an excellent and critical question. You're right to consider it—centralization without proper security creates vulnerability. Here's how we've addressed this:

**We don't centralize; we compartmentalize.**

- **Data is segmented, not aggregated.** Your family's travel itineraries, emergency contacts, location history, and communication logs are stored in separate, encrypted silos. No single breach can access all data types.

- **The app contains no "master key."** Even if an attacker gained access to the app interface, they would see only the information necessary for the current session—not historical data, not other family members' details without explicit permissions.
- **Authentication is multi-layered.** The app requires biometric authentication (face/fingerprint) for each session. The SOS function operates on a separate, hardened channel that does not rely solely on the app's standard data pathways.
- **We practice "security by isolation."** Our backend systems are architected so that user data, call center operations, and on-the-ground personnel coordination exist in separate security domains. Compromising one does not compromise the others.
- **Your data is yours.** We do not store sensitive information indefinitely. Travel itineraries are purged after trip completion unless you opt to retain them. Location data is ephemeral and encrypted end-to-end.

**The alternative—fragmented, uncoordinated tools—often creates greater risk.** When families use multiple unvetted apps, messaging platforms, and spreadsheets to manage travel security, the attack surface expands exponentially. GSC provides a single, audited, professionally secured environment rather than dozens of unsecured touchpoints.

## **21. How do we know your security personnel are vetted and trustworthy—especially in emerging markets or countries with corruption concerns? How do we know local operators aren't compromised or sharing information?**

Trust is the foundation of everything we do. Unlike large, volume-driven assistance companies that rely on anonymous subcontractors, we take a fundamentally different approach.

### **We Operate in Over 90 Countries—But We Choose Quality Over Quantity**

Our network is not built through mass contracting or online directories. Every security professional who represents GSC has been:

- **Personally selected** by our leadership team
- **Met in person** by our principals or regional directors
- **Worked alongside us** on actual operations before being entrusted with client support

We do not hire freelancers or anonymous subcontractors. The people we deploy are known to us—personally.

### **A Limited Client Volume Means We Know Our People**

We are not a volume-driven company. Our client base is intentionally limited, which allows us to maintain:

- **Direct relationships** with every operative in our network
- **Continuous accountability**—we work with the same teams repeatedly, building trust over years, not hours
- **No "race to the bottom"** on vetting. We invest the time required to know who we're sending to support your family.

### **Veterans, Not Vendors**

Our on-the-ground personnel are predominantly former military or law enforcement professionals with documented service records—individuals who have demonstrated integrity under pressure. People we would trust with our own families, because we have.

### **Protecting Against Compromise**

In regions where corruption is a concern, our personal relationships provide an additional layer of security. We know our operatives' backgrounds, affiliations, and loyalties through sustained engagement. Each operative understands that their continued relationship with GSC depends on absolute discretion and integrity.

**The Bottom Line:** We are not a call center with a directory of strangers. We are a tightly held security company where the people protecting our clients are people we know, trust, and have worked alongside. Quality, not quantity, defines who represents GSC.

**22. Can we control who sees what, and can we go 'dark' when needed? We value discretion and want granular privacy controls—the ability to disable tracking for sensitive trips without losing access to emergency services.**

**Yes. Privacy is not an afterthought; it's a core design principle.**

### **Granular Permission Architecture**

Within the GSC app, you control every data-sharing setting independently:

<b>Setting</b>	<b>Options</b>
Location Sharing	Always On / While Using App / Temporary Disable
Itinerary Visibility	Full family / Spouse only / None (manual entry for emergency use only)
Emergency Contacts	Viewable by: All family members / Parents only / Individual only
Communication Logs	Private to individual / Share with designated family member

Setting	Options
SOS Activation Alert	Notify only designated contacts

## "Go Dark" Mode

When you enable **Discretionary Privacy Mode**:

- Real-time location tracking is paused for all non-emergency functions
- Itineraries and planned movements are hidden from the family dashboard
- The app displays only essential emergency functions
- **The SOS button remains fully active**—if pressed, location is transmitted only to our response center, not to family members unless you specify

**No Surprises.** We never share your data with third parties for any purpose other than directly responding to your emergency. Your information is not sold, cross-referenced across clients, or used for analytics beyond internal service improvement.

## 23. What if we disagree with your threat assessment or recommendations? Will your app override our decisions, alert others without our consent, or create situations where we lose autonomy over our own security?

You remain in control at all times. GSC is an advisor and executor of your decisions, not a decision-maker on your behalf.

### **Our Role: Inform, Advise, Execute**

- **Inform.** We provide threat intelligence, situational assessments, and recommended courses of action based on real-time information and local expertise.
- **Advise.** We explain the rationale behind our recommendations, including risks of alternative actions. We do not pressure or coerce.
- **Execute.** You decide. We carry out your chosen course of action to the best of our ability, documenting any dissenting recommendations for liability and clarity.

### **No Unauthorized Actions**

- We **never** alert family members, employers, or other parties without your explicit direction.
- We **never** override your decisions or act against your instructions.
- The SOS function is user-initiated only—we do not remotely activate tracking or alerts.

## Disagreement Protocol

If you and our crisis manager disagree on the appropriate response:

1. We will articulate the basis for our assessment and any identified risks
2. You provide your decision and rationale
3. We document the decision and proceed according to your instructions
4. If the situation escalates and your safety becomes imminent, we will re-engage with updated recommendations—but the final decision remains yours

**Your Security, Your Terms.** We are not a monitoring service. We are a tool you control, backed by professionals who are accountable to you.

## 24. How much oversight do we have over our adult children's use without infantilizing them? We want safety without micromanaging or creating family conflict.

This balance is essential, and we've built flexible permission structures to support healthy family dynamics.

### Customizable Family Roles

The GSC app supports three participation models for adult children (ages 18+):

Model	Description	Best For
<b>Independent</b>	Adult child manages their own account. Parents have no visibility unless child shares access. No automatic notifications.	Young adults who want full autonomy with access to the safety net.
<b>Shared Visibility</b>	Adult child controls what parents see—location sharing toggled on/off, itineraries shared selectively. Parents receive notifications only for SOS activations (if child consents).	Collaborative families where adult children welcome oversight but retain control.
<b>Coordinated</b>	Full visibility and communication among family members. All parties must consent to this level; it cannot be imposed.	Families traveling together or in higher-risk regions where coordination is essential.

### Consent-Based, Not Imposed

- Adult children (18+) must consent to any level of parental visibility. Parents cannot enable tracking or alerts on an adult child's account without that child's explicit, revocable permission.

- Permissions can be changed at any time by the account holder.
- The app does not surface conflicts—if an adult child disables sharing, parents simply see "no data available" rather than a notification that privacy settings were changed.

**25. Could this tracking create a false sense of security that changes our children's risk assessment behavior? Will they take risks they otherwise wouldn't—traveling to dangerous areas, being less vigilant—because they assume someone will always bail them out?**

This is a thoughtful concern, and we address it directly in our member education and app design.

**We Do Not Promise Safety; We Promise Response**

From the first interaction, we communicate clearly: GSC provides coordination, communication, and resources—additional extraction teams or bodyguards are preplanned add-ons. Immunity from consequences is not reality. The best crisis is the one that never happens. Our primary value is prevention through information and planning.

**App Design That Reinforces Responsibility**

- **No "panic button" gamification.** The SOS function requires deliberate action (press twice to confirm). It is not presented as an easy escape from poor decisions.
- **Pre-travel risk assessments.** Before travel to elevated-risk regions, members receive contextual briefings that emphasize personal responsibility and situational awareness—not reliance on rescue.
- **Parental guidance resources.** For families with young adult members, we provide discussion guides on responsible travel and the limits of any security service.

**Our Commitment.** We will never market GSC as a license to take undue risks. Our role is to help you navigate the world safely and intelligently, not to encourage recklessness.

**26. What happens when the app fails or we're somewhere without connectivity? What about satellite backup, offline functionality, and fallback plans when technology fails?**

Technology is a tool, not a guarantee. We maintain multiple redundant systems and low-tech fallbacks.

**The Global Hotline: Written Down, Not Just in Your Phone**

Every member can request the emergency hotline number in two forms: a physical GSC card carried in your wallet or passport holder, and digital format

within the app. We explicitly instruct members to **write down the number separately** from their phone—in a notebook, luggage tag, or other location accessible even if the device is lost, damaged, or inaccessible.

### Offline & Low-Connectivity Capabilities

Feature	How It Works Without Data
SOS Activation	If pressed without connectivity, the call or signal cannot connect. We instruct members to move to an area with coverage and attempt again. The physical GSC card with the hotline number remains the primary fallback—standard cellular voice often works even when data does not.
Global Hotline	The single international number works via standard cellular voice—not dependent on app or data. Write it down. Keep it separate from your phone.
Emergency Information	Critical country-specific emergency numbers and embassy contacts are cached locally on the device for offline access.

### Satellite Trackers with Text Capability (Enterprise Option)

For members requiring guaranteed connectivity in remote regions, our **enterprise-level service** includes dedicated satellite tracking devices with two-way text messaging capability independent of cellular networks, continuous location monitoring, and SOS alerting that routes directly to our 24/7 response center.

#### When All Else Fails: Human Protocol

Every member can request upon enrollment: a physical GSC card with the Global Hotline number and member ID, instructions for reaching us from any phone including borrowed or public phones, and an emergency code word system to verify identity if documentation is unavailable.

**Our Fallback Commitment.** If technology fails, our people don't. Our 24/7 call center remains operational independent of the app. If you can reach any phone—landline, borrowed, satellite—you can reach us.

### 27. What if we become dependent on this service and want to leave? Does GSC lock us into your ecosystem in ways that reduce our flexibility?

We want you with us because we earn your trust—not because we make leaving difficult. Our membership model is designed for maximum transparency and freedom.

### Month-to-Month, Prepaid

Membership is offered on a month-to-month prepaid basis—no long-term commitments. You pay for the coverage period upfront. No surprises, no back-end billing.

### **No Auto-Enrollment. No Automatic Renewals.**

This is a fundamental difference between GSC and almost every subscription service:

- We do not auto-enroll. When your membership period ends, service simply stops.
- No automatic renewals. We will never charge you again without affirmative action on your part.
- To continue coverage, you must actively sign up again. There is no "we assumed you wanted to renew."

### **Complete Data Erasure Upon Expiration**

When your membership expires or is cancelled:

- **All personal data is erased** from our active systems
- Travel itineraries, location history, emergency contacts, and communication logs are permanently deleted
- No data retention for marketing, analytics, or "just in case"
- The only exception is information required to comply with legal or regulatory obligations

**No Dependency Traps.** The Global Hotline number is a standard phone line—usable from any device. Emergency contact information is provided in non-digital formats. You are never required to use the app exclusively; it's a convenience layer, not a gatekeeper.

**We Earn Retention.** Our retention rates are high because members find value, not because we create barriers to exit. We believe a service that traps its clients is a service that doesn't trust its own value.

## **28. Who else uses this service, and could our data be cross-referenced or patterns identified across your client base? Could aggregated data reveal valuable intelligence about our family even if individual data is protected?**

You've identified a sophisticated risk that many security services overlook. We treat this with the seriousness it deserves.

### **No Cross-Client Analytics**

- We do **not** aggregate client data for behavioral analysis, pattern identification, or commercial intelligence.
- Our internal data access is segmented such that no analyst or operator sees cross-client trends unless investigating a specific,

isolated security incident (e.g., a regional threat affecting multiple members).

- We do not sell, license, or share data with any third party for any purpose other than direct crisis response.

### **How We Handle Regional Threat Intelligence**

When we identify a threat affecting a specific area (e.g., civil unrest in a city), we may notify members with active travel to that region without revealing other client identities, and use anonymized, aggregated data internally to allocate resources. We never disclose client-specific information to other members or external parties.

### **Protection Against De-Anonymization**

We employ **data minimization** practices:

- No persistent identifiers that link accounts across sessions beyond the minimum required for authentication
- Location data is stored with randomized identifiers not directly tied to client profiles except during active incidents
- Historical data is purged according to a retention schedule (typically 30 days for location data, unless retained at client request)

**Your Data, Your Perimeter.** We treat your family's security information with the same protocols we would use to protect our own most sensitive clients—because we do.

## **Login & Account Setup**

### **Is login mandatory to use the app?**

**Yes**, login is mandatory. You must be a registered Global Security Card holder to access the app and its services.

### **How do I get my login credentials?**

After you sign up for the Global Security Card, you will receive a welcome email on your registered email ID. This email contains your unique login password, which is your GSC number.

### **What is the process for logging in for the first time?**

First-time users must register. Use the email address where you received your welcome email and the password provided (your unique GSC number).

### **I'm having trouble logging in. What should I check?**

Please ensure that both the Email ID and GSC Number are entered exactly as they appear in your welcome email. The system requires an exact match for security purposes.

### **What emergency services are available on the app?**

Based on your real-time location, the app will list nearby emergency services for you. These include:

- **GSC Helpline:** Connects you to a security specialist with EMS skills, available 24/7.
- **Police Emergency Service:** Connects you to local police services.
- **Ambulance Emergency Service:** Connects you to local medical emergency services.
- **Nearby Hospitals:** A list of hospitals in your vicinity.
- **Nearby US Embassies & Consulates:** A list of US Embassy locations near you.

### **What is the GSC Hotline for?**

The GSC Hotline is your direct line to immediate, professional help in a crisis. When you use the hotline, you will be connected directly to a security specialist with Emergency Medical Services (EMS) skills. This is not a general information line; it is a dedicated emergency resource. These specialists are trained to assess your situation, provide critical guidance, and coordinate the appropriate response until local emergency services arrive.

### **Are these services available everywhere in the world?**

**Yes**, the Global Security Card services are designed to be valid throughout the globe. The app will use your real-time location to provide regional emergency services (like Police and Ambulance) specific to your current geographical location.

### **Is the GPS Student Safety Passport available everywhere?**

The Student Safety Passport service is available in the city where the student is studying abroad. This special service, which includes an assigned safety officer, is available in the student's place of study and within a 30-kilometer radius.

### **How can I view or update my personal information?**

You can view and edit your user information by tapping on the Settings option in the bottom navigation bar of the app.

## Privacy & Control Features at a Glance

Feature	GSC Approach
Data centralization	Compartmentalized, not aggregated
Vetting of personnel	Personally selected, in-person vetting; limited client volume ensures quality
Location tracking	User-controlled; "Go Dark" mode available
Autonomy in decisions	Client retains final authority
Adult children oversight	Consent-based, configurable
Offline connectivity	Written emergency number; satellite tracker option for enterprise
Contract terms	Month-to-month, prepaid. <b>No auto-enrollment. No automatic renewals.</b>
Data retention	<b>Complete erasure upon membership expiration</b>
Cross-client data	No aggregation or pattern analysis

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