

Andrew Smith
Director of the Bureau of Consumer Protection

We allege three separate law violations:

First, we allege that Retina-X engaged in unfair practices under the FTC Act by selling monitoring apps that required circumventing security protections on the mobile device, and doing so without taking reasonable steps to ensure that the products would only be used for legitimate and lawful purposes by the purchaser.

Second, we allege that Retina-X engaged in deceptive practices under the FTC Act by misrepresenting that personal information collected through a monitoring product and stored in their databases would remain confidential, private, and safe.

Third, in some cases, Retina-X's apps collected information from kids. We allege that Retina-X failed to comply with the Children's Online Privacy Protection Act, or COPPA, by failing to establish and maintain reasonable security procedures to protect their personal information.

Going forward, Retina-X and Mr. Johns are prohibited from selling any monitoring app that requires circumventing security protections on a phone – such as jailbreaking or rooting. For any other monitoring app, the purchaser must attest that they are using the app for a legitimate and lawful purpose, and must provide documentation showing that they are the account holder of the device that's being monitored. Retina-X

