

GoSign.AI Data Collection FAQ

GoSign periodically receives questions from community members, researchers, partners, customers, contributors, and others about how we collect, review, compensate for, protect, and commercialize sign language data. This FAQ provides general information about our current practices.

Individual projects may have different eligibility requirements, compensation structures, quality standards, agreements, licensing terms, consent requirements, retention policies, and delivery specifications.

Who operates Sign Language Factory?

Sign Language Factory is operated by GoSign.AI, LLC and is used to support certain paid sign language data-collection projects.

How does GoSign determine contributor compensation?

Contributor compensation is determined on a project-by-project basis.

Factors may include the type of task, expected completion time, collection methodology, quality requirements, participant effort, and overall project scope.

GoSign does not use one universal compensation rate across all projects. As we complete more projects, we gain better information about participant effort, completion time, and the operational requirements associated with different types of data collection. Those benchmarks help us evaluate compensation and advocate for appropriate participant pay in future customer engagements.

Our broader philosophy is that Deaf communities should be able to derive meaningful economic value from the sign language data they contribute.

Why can compensation differ between projects?

Different types of sign language data require different levels of effort.

For example, recording short isolated signs can involve a very different workflow from recording sentences, conversational signing, reviewing data, annotating content, or completing specialized linguistic tasks.

Because of those differences, compensation is structured around the requirements of each project rather than applying one fixed rate to every type of work.

Participants are informed of the applicable compensation structure before choosing whether to participate.

Are contributors anonymous?

Under GoSign's current general platform Terms, video data that is shared or sold pursuant to those general Terms is described as being de-identified and anonymized, including removal of personally identifying information such as facial likeness.

Commercial projects may also operate under separate project-specific contributor agreements and consent terms. Those agreements may establish requirements specific to the project, including how recordings may be processed, delivered, licensed, retained, or otherwise used.

Separately, individuals who review or screen recordings are expected to respect contributor privacy and must not attempt to identify, research, locate, or contact contributors based on the recordings they review.

Can contributed data always be withdrawn later?

Under GoSign's current general Terms, contributors grant GoSign broad, irrevocable, and perpetual rights to Contributions submitted through the Services.

Commercial projects may include additional or different requirements concerning retention, deletion, delivery, or reuse.

Once data has been lawfully incorporated into a dataset, publicly distributed, or delivered to a customer under the applicable agreement, GoSign may not be able to guarantee withdrawal of copies that have already been distributed.

Participants should review the terms applicable to their particular project before contributing.

What age requirements apply to GoSign?

GoSign's general Services and paid commercial data-collection projects have different eligibility requirements.

GoSign's current general Terms state that the Services are designed for users age 13 and older and that minors must have the applicable permission from a parent or guardian.

GoSign's current practice for paid sign language commercial data-collection projects is to require participants to be 18 or older.

The distinction is important because GoSign's broader products include experiences beyond commercial data collection such as <https://make.gosign.ai/>.

Do GoSign's general Terms and Conditions represent the full consent process for commercial projects?

GoSign's general Terms and Conditions establish the baseline legal terms governing use of GoSign's website, mobile application, and affiliated Services. Internally, GoSign refers to this baseline as Stage One consent.

For commercial data-collection projects, GoSign's operating practice is to use an additional Stage Two consent process specific to the commercial engagement.

Historically, GoSign's commercial customers have preferred to develop or approve their own project-specific contributor provisions and consent language. Those terms may address matters such as:

- the specific data being collected;
- intended uses;
- participant eligibility;
- compensation;
- data retention;
- licensing and delivery;
- privacy requirements; and
- other project-specific obligations.

For new participants, these project-specific terms are generally presented before they begin contributing to the commercial collection.

For existing GoSign users, when a commercial project requires new or different project-specific terms, GoSign's practice is to inform the participant and obtain their agreement to those applicable terms before including their data in that commercial project.

The Stage One / Stage Two terminology describes GoSign's current operating process. The existing general Terms themselves do not presently use those labels.

Does GoSign use the same contributor agreement for every commercial project?

Commercial projects can differ significantly in their data-use, privacy, compensation, licensing, retention, security, delivery, and quality requirements.

Historically, GoSign's commercial customers have preferred to develop or approve project-specific clauses or contributor agreements for their engagement.

Participants are then presented with the terms applicable to the particular commercial collection before participating.

This allows project documentation to reflect the actual requirements of the engagement rather than attempting to use one contributor agreement for every possible type of data project.

How are changes to GoSign's general Terms communicated?

GoSign's current general Terms state that users are notified of updates to the Legal Terms through email and/or notification when logging in.

Commercial projects may separately require participants to review and agree to project-specific terms before participating.

What happens to contributor data after a commercial project ends?

Data retention and deletion requirements vary by project and customer agreement.

Some customers require GoSign to delete project data from GoSign-controlled systems after the project has been completed and the required deliverables have been accepted.

Other customer agreements may permit GoSign to retain certain project data or potentially use that data for additional purposes.

Where GoSign proposes a new commercial use that is not covered by the applicable project-specific consent, GoSign's practice is to inform affected participants and obtain the additional consent required for that use.

Because these requirements differ from one engagement to another, there is no single commercial-project retention period that applies to every GoSign dataset.

How does GoSign protect contributor data?

GoSign treats contributor data as sensitive information and uses security practices intended to protect data during collection, processing, storage, and delivery.

Amazon Web Services (AWS) is GoSign's primary cloud-storage infrastructure for commercial data projects, and encryption is applied to project data in storage and during transfer as applicable to the workflow.

GoSign's data-protection practices are informed by GDPR principles and other applicable privacy and security requirements. Individual customers may also establish additional security, access-control, storage, transfer, retention, or deletion requirements for their projects.

Does GoSign collect biometric information?

GoSign does not ordinarily collect biometric information **for the purpose of identifying or authenticating an individual participant**.

However, sign language video naturally contains physical characteristics that may be identifiable, and depending on the jurisdiction and the particular processing involved, certain project data may fall within legal definitions relating to biometric or other sensitive information.

If a commercial project specifically requires biometric processing, biometric permissions, or another category of sensitive-data consent, GoSign's practice is to address that through the project's specific consent process.

Participants are informed of the applicable project requirements and can decide whether they wish to participate.

Does GoSign sell contributor contact or account information?

No.

GoSign does not sell participant email addresses, contact information, or individual account profiles as a standalone commercial product.

GoSign's commercial business involves sign language datasets and related data products created and delivered under the applicable participant terms and customer agreements.

Commercial datasets governed by separate project-specific consent may operate under the rights and requirements established for that specific engagement.

Does GoSign disclose what enterprise customers pay?

Generally, no.

While GoSign supports transparency where possible, enterprise customers commonly require their agreements and commercial terms to remain confidential or subject to nondisclosure obligations.

As a result, customer-specific pricing, margins, contracts, licensing provisions, and other commercial terms are not publicly disclosed unless the parties agree otherwise.

Enterprise pricing also reflects significantly more than participant compensation. Depending on the project, it may include recruitment, collection infrastructure, project management, quality assurance, screening, data processing, metadata preparation, storage, secure delivery, licensing requirements, and other services.

How can customers use GoSign data?

Permitted uses depend on the terms under which the data was collected and the applicable customer agreement.

Under GoSign's current general platform Terms, GoSign receives broad commercial rights to Contributions, while the video-retention provisions describe video shared or sold pursuant to those Terms as being de-identified and anonymized.

Commercial engagements may instead involve separate project-specific contributor consent and customer agreements establishing the specific rights and restrictions for that dataset.

These agreements may address matters such as:

- permitted uses;
- licensing rights;
- restrictions on reuse;
- retention requirements;
- acceptance criteria;
- delivery requirements; and
- other customer-specific obligations.

Customer-specific agreements are generally confidential.

How does GoSign decide which customers or projects to work with?

Many organizations approaching GoSign are entering the sign language data space for the first time and may not initially understand all of the linguistic, cultural, operational, and community considerations involved.

GoSign does not necessarily treat that lack of familiarity as a reason to reject an engagement outright.

Instead, we bring our Deaf-led perspective and experience into the project-design process. This may include discussions regarding participant treatment, compensation, consent, data use, collection methodology, linguistic quality, privacy, and other project requirements.

To date, GoSign has generally found customers willing to work within the principles and safeguards we bring to those discussions.

This remains an evolving process. The AI industry and potential uses of sign language data continue to develop rapidly. GoSign's goal is to remain flexible enough to support responsible technological development while continuing to protect the interests of Deaf communities.

How does GoSign evaluate dataset quality?

There is no single accuracy percentage that appropriately describes every GoSign dataset.

Quality-assurance methodology depends on the type of collection and may involve different combinations of:

- participant screening;
- independent recording review;
- acceptance criteria;
- metadata validation;
- linguistic review;
- annotation;
- technical validation; and
- customer-specific quality requirements.

An isolated-sign dataset, for example, may require a substantially different QA methodology from sentence-level or conversational data.

How does GoSign review submitted sign language recordings?

Quality-review procedures vary by project.

For projects using GoSign's standard screening workflow, recordings are generally reviewed independently by two screeners.

If the reviewers agree, the recording can proceed according to the applicable acceptance workflow.

If the two reviewers disagree, a third reviewer is brought in to resolve the disagreement.

This process reduces reliance on the judgment of any single reviewer.

GoSign also works with customers and, where applicable, their linguistic or technical experts to establish screening criteria and quality expectations that align with the intended dataset and the requirements of the customer's training models.

Different types of datasets—including isolated signs, sentences, conversational signing, and annotated data—may therefore use different review methodologies and quality thresholds.

How are contributors reviewed?

Paid commercial data-collection projects may include onboarding and eligibility review based on the requirements of the individual engagement.

Depending on the project, this may include verifying:

- participant eligibility;
- signing ability or fluency;
- project-specific language requirements;
- technical or device requirements;
- geographic requirements; or
- other criteria established for the project.

The exact process varies because different datasets may require different participant populations.

Does GoSign guarantee that a dataset represents an entire Deaf or sign-language community?

No.

No individual dataset should automatically be interpreted as representing every user of a particular sign language or every member of a Deaf community.

Representation depends on factors such as project objectives, recruitment criteria, participant demographics, geography, language variation, dataset size, and intended model use.

Where representation is an important project requirement, GoSign works with the customer to define recruitment and collection criteria appropriate to that engagement.

Does every dataset have a public datasheet?

No.

Documentation varies according to the requirements of the project and customer.

Project documentation may include information such as:

- collection methodology;
- contributor requirements;
- consent requirements;
- metadata specifications;
- quality-control procedures;
- delivery specifications;
- dataset characteristics; and
- other relevant project information.

Some customer-specific documentation and internal QA materials remain confidential.

As of September 2026, GoSign has not had a commercial customer approve any project's complete datasheet or equivalent project documentation for public release.

What does GoSign mean by “Deaf-led”?

For GoSign, Deaf-led means Deaf people hold substantive decision-making authority within the company.

Deaf leadership participates directly in decisions involving products, data programs, partnerships, customers, compensation approaches, and commercial engagements rather than participating solely through advisory or consultative roles.

GoSign's board members and owners are Deaf and use sign language.

GoSign also currently operates without outside institutional investment. This allows company leadership to establish its commercial and community priorities without an external investor mandate requiring the company to maximize growth or financial return at all costs.

Does GoSign disclose all details about its commercial projects?

No.

GoSign aims to provide useful general information about its data practices where appropriate while also protecting confidential customer information, proprietary processes, commercial agreements, participant information, and internal project documentation.

The amount of information GoSign is permitted to share publicly may therefore differ from one project to another.

Have a question that is not answered here?

If this FAQ does not address a specific question you have about GoSign's data collection, contributor practices, consent, privacy, quality assurance, or commercial data programs, please contact us at **hello@gosign.ai**.

We will do our best to respond where appropriate and, when a question is broadly relevant, use that feedback to continue improving and updating this FAQ over time.