

Zero Data Retention Policy

Policy Owner: COO

Renewed Date: 12/15/2024



Introduction

At Rime Labs Inc., privacy is paramount. This policy sets forth our commitment to processing customer text exclusively for synthesizing audio and ensuring that no request content or personally identifiable information (PII) is retained—unless a customer explicitly opts in to data retention.

Scope

This policy applies to all data submitted via our text-to-speech service, including text provided through our API, web interface, or any other channel. It governs all customer-provided content and any related data.

Data Handling and Processing

- **Ephemeral Processing:**
Customer text is processed in real time using our AWS and Baseten infrastructure. All data is handled in memory and automatically deleted immediately after audio synthesis is complete.
- **No Persistent Storage:**
We do not store customer request content or PII on our systems. Once the audio output is delivered, no residual data remains in our environment.
- **No PII Collection:**
Our service is designed not to collect or retain PII. In the event PII is inadvertently submitted, it is used solely to generate the requested audio and is then promptly discarded.

Customer Opt-In for Data Retention

On rare occasions, customers may elect to retain data for purposes such as audit, analytics, or historical reference. In these cases:

- Retention will occur only with explicit customer consent.
- Retained data will be maintained under a separate agreement and segregated from our standard processing environment.

Security Measures

We leverage AWS and Baseten's industry-leading security practices, ensuring that all data is processed in secure, isolated environments. Our automated deletion procedures guarantee that no customer data persists beyond its immediate processing session.

Compliance and Auditing

This policy is subject to periodic review to ensure ongoing compliance with relevant data protection regulations. Regular audits are conducted to verify adherence to our zero data retention standards.

Contact Information

For any questions regarding this policy or our data handling practices, please contact our Data Protection Officer at security@rime.ai.

Version	Date	Description	Author	Approved by
1.0	12/15/2023	ZDT Policy	Ares Geovanos	Lily Clifford
2.0	12/15/2024	ZDT Policy	Ares Geovanos	Lily Clifford