

Introduction

Rime Labs is a fast-growing startup, but from day one, security has been at the core of everything we do. We understand that our customers—spanning industries like healthcare, banking, and customer service—rely on us to process sensitive information with the highest level of protection. In these fields, trust isn't just an expectation; it's a necessity. That's why we have built our infrastructure and policies with security, compliance, and privacy as our guiding principles.

Commitment to Security and Compliance

We know that startups are often perceived as agile but sometimes lacking in enterprise-grade security. At Rime Labs, we defy that expectation. Even as we scale, we have committed to rigorous security standards, including undergoing a **HIPPA** audit initially, and currently our **SOC 2 Type II audit**, which will be completed by the end of the month. This demonstrates our adherence to strict protocols around data security, confidentiality, and availability.

Security isn't just about audits and checkboxes—it's about ensuring that our customers can trust us with their most critical data. To take this commitment further, we have also scheduled an **independent penetration test** to proactively identify and mitigate any potential vulnerabilities.

Resilience in the Face of Disruptions

For many of our customers, downtime is not an option. A healthcare provider relying on AI-driven transcriptions, a bank using automated workflows, or a contact center handling private customer data—all need uninterrupted, secure service. That's why we have developed a **Business Continuity and Disaster Recovery (BC/DR) Plan**, designed to keep our systems resilient even in the face of unforeseen disruptions. Whether it's a cloud outage, a cybersecurity incident, or a natural disaster, we have measures in place to recover quickly and minimize impact. Our **multi-region redundancy**, **rapid failover strategies**, and **real-time monitoring** ensure that our customers experience minimal disruption, no matter what happens.

Privacy-First Approach: Zero Data Retention

Many of our customers handle personally identifiable information (PII), and they need absolute confidence that their data isn't lingering on our systems longer than necessary. At Rime Labs, we take a **zero data retention** approach. This means that once a request is processed, it's gone—never stored, never retained. Customers who require data retention can opt in under

strict conditions, but our default stance is clear: your data belongs to you, and we have no business holding onto it.

To enforce this, we've implemented stringent **real-time data processing mechanisms**, ensuring that once data is used for its intended purpose, it is automatically erased. This privacy-first model is a key differentiator for us, especially for industries where regulatory compliance is non-negotiable.

The Infrastructure Behind Our Security

A secure foundation is essential for trust. At Rime Labs, we employ **strong encryption standards, continuous security monitoring, and access controls** to ensure our systems remain secure. We conduct regular security audits, actively monitor for threats, and enforce strict authentication protocols, including **multi-factor authentication (MFA)** and **role-based access controls** to minimize risks. Security is not just an afterthought—it's integrated into every decision we make, from our software development practices to our network architecture.

Financial Protection for Added Assurance

To further reinforce our commitment to security and reliability, we maintain comprehensive **insurance coverage**, including **\$5 million in cyber liability insurance** to protect against potential breaches. This, combined with our rigorous security measures, provides our customers with peace of mind—knowing that even in the worst-case scenario, we have safeguards in place.

Conclusion

Rime Labs may be a startup, but we take security as seriously as the largest enterprises. For our customers in highly regulated industries, we provide not only cutting-edge technology but also a security and privacy posture they can trust. As we continue to scale, our dedication to security remains unwavering—because in the industries we serve, nothing matters more than trust.

For any security-related inquiries, please contact us at **security@rime.ai**.

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