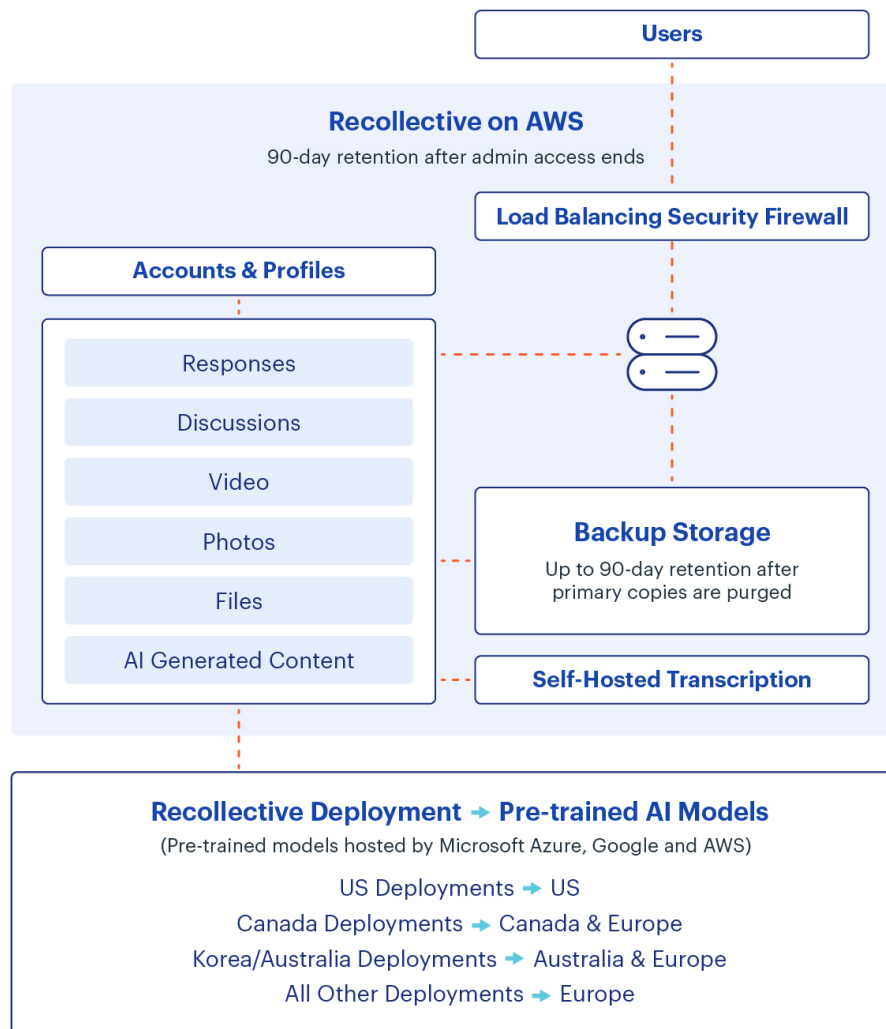


Recollective AI: Privacy & Security FAQ

At Recollective, we prioritize the privacy and security of our customers' data. We understand the importance of transparency in how we process your data. To that end, we're sharing our data map and answering your questions on privacy and security below.



Here's how we address your questions related to generative AI capabilities on our platform:

1. What measures are in place to ensure that sensitive information collected with a Recollective site is protected while being processed by AI?

Sensitive profile information is systematically excluded from our processing activities.

Recollective integrates a blend of open-source technologies and premium AI platforms, including Microsoft Azure, prioritizing the use of pre-trained models that eliminate the necessity for custom training data.



Our commitment extends to maintaining stringent agreements with our sub-processors, ensuring they adhere to our elevated privacy and security benchmarks.

AI models leveraged within Recollective are either self-hosted or provided by sub-processors who are SOC2, ISO 27001 and HITRUST certified, ensuring a high level of trust and security. For instance, audio and video transcriptions are fully processed within Recollective's secure environment.

We conduct thorough assessments of our sub-processors, focusing on data protection, privacy of Personally Identifiable Information (PII), and Protected Health Information (PHI). These evaluations are crafted to uphold compliance with all pertinent laws and regulations, reinforcing our dedication to safeguarding our clients' data integrity and confidentiality.

2. Will any Recollective data be used to train models owned by Recollective or a third-party?

Recollective exclusively employs commercially available, pre-trained AI models, ensuring that customer data is never used for training purposes. Additionally, our sub-processors are explicitly forbidden from retaining any data for training or research purposes.

3. How does Recollective ensure compliance with relevant privacy regulations, such as GDPR or CCPA, when deploying AI features?

Recollective has agreements with its sub-processors, such as AWS and Microsoft Azure, to ensure that there is no data retention for training models and that all AI services meet the confidentiality, privacy, and security requirements of our customers. This includes compliance with HIPAA, GDPR, and CCPA.

4. What procedures are in place for data retention and deletion, particularly concerning research data processed by AI features?

Recollective follows a rigorous data retention policy, ensuring data is kept for a maximum of 90 days following the conclusion of a contract. Furthermore, data may be retained in backups for an additional period of up to 90 days. This policy extends to all data generated by AI.

5. How does Recollective encrypt the data transferred and stored to prevent unauthorized access?

Recollective ensures the security of data transfers with its sub-processors through the employment of TLS 1.2 or higher protocols, guaranteeing that all data in transit is encrypted. Additionally, we apply encryption to all data at rest in our storage systems. To further bolster data security and deter unauthorized access, Recollective employs a sophisticated private network architecture within AWS.

6. Is any AI processing being conducted outside the country where a Recollective site is hosted?

Recollective prioritizes the use of AI sub-processors located within the same geographic region as the customer site to enhance data sovereignty and efficiency. In scenarios where AI processing is confined to the USA and the European Union, any region outside the USA will utilize the AI instance situated in the European Union, a jurisdiction well-regarded for its strict privacy and security standards.

7. Is there an option for customers to disable AI features within Recollective?

Recollective offers its customers the flexibility to disable AI features on their sites if they choose. For details on how to opt out, please contact us so we can provide you with all the necessary information and assistance.

8. Will Recollective customers own the output generated by AI within their sites?

Yes. Any content produced by Recollective AI on behalf of a customer's site is considered part of the data that the customer stores and oversees. For further details, please see Section 9.02, which pertains to Customer Data, in the [Recollective Software as a Service \(SaaS\) Agreement](#).

Your privacy and security are of utmost importance to us. If you have any further questions, please don't hesitate to reach out to us.