

# storm<sup>®</sup> RTAS<sup>™</sup> – Security Assessment

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# Data Security

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## How is data stored?

No **storm**® RTAS™ (Real-time Transcription & Summarization) data is currently stored post-interaction on **storm**®. Both the transcription and summary are displayed in the **storm**® DTA® (Desktop Task Assistant) during the interaction and then deleted on completion of call wrap. During the interaction the transcription and/or summary may be copied as text by the user and pasted to any system of record. The storage of the data in a user's record is outside the scope of this document.

## Where is data stored?

No data is stored by default on **storm**. A user may copy the data to a system of record.

Microsoft temporarily stores data as follows: <https://learn.microsoft.com/en-gb/legal/cognitive-services/openai/data-privacy?tabs=azure-portal>.

Azure OpenAI abuse monitoring detects and mitigates instances of recurring content and/or behaviors that suggest use of the service in a manner that may violate the code of conduct or other applicable product terms. To detect and mitigate abuse, Azure OpenAI stores all prompts and generated content securely for up to thirty (30) days.

The data store where prompts and completions are stored is logically separated by customer resource (each request includes the resource ID of the customer's Azure OpenAI resource). A separate data store is located in each geographical location in which the Azure OpenAI Service is available, and a customer's prompts and generated content are stored in the Azure geography where the customer's Azure OpenAI service resource is deployed, within the Azure OpenAI service boundary. Human reviewers assessing potential abuse can access prompts and completions data only when that data has been flagged by the abuse monitoring system. The human reviewers are authorized Microsoft employees who access the data via point wise queries using request IDs, Secure Access Workstations (SAWs), and Just-In-Time (JIT) request approval granted by team managers. For Azure OpenAI Service deployed in the European Economic Area, the authorized Microsoft employees are located in the European Economic Area.

## Where is data processed?

Platform	Transcription	LLM
UK	EU	EU
EU	EU	EU
US	EU	US
JP	EU	JP

**Note:** If required by customer, transcription location can be changed.

## Encryption protocols

Data in transit is encrypted using HTTPS. Data at rest (only stored in Azure) is encrypted by default with Microsoft AES-256.

## Access to Data

The data is not stored by default on **storm**. The only personnel with access to the data is the user during the interaction. Access is controlled to the DTA® as per the **storm** access policies which enforce Multi-Factor-Authentication (MFA) and Role Based Access Control (RBAC).

## Data Retention and Deletion

No data is currently retained on **storm**. Microsoft Azure retain data for 30 days.

Data is deleted from **storm** on completion of wrap. Data is deleted from Azure after 30 days.

## AI Model Privacy

No data is used to train or improve the AI model. LLM's that have already been trained are used.

# Data Privacy and Anonymization

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The transcription will capture anything said during the interaction. The transcription is not stored by **storm**. Any personally identifiable information (PII) captured in the transcription will be available in the transcription if it is copied to a system of record. It is possible to request anonymization of the summary in the summary template builder and this will remove any names spoken.

The customer remains responsible for personal data processing compliance and should update their privacy notice to reflect the location, purpose and retention of personal data processing.

# Data Ownership

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Ownership of the transcriptions remains with the customer. No transcription or summarization data is stored on **storm** and hence there will be no transcription or data that will be transferred at the end of the contract.

# Legal and Contractual Protections

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No legal protections or warranties are provided for Transcription & Summarization.

# Control Sheet

Title	storm® RTAS™ – Security Assessment
Author(s)	SCO/GAC
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