



## **AYFIE DATA RETENTION POLICY**

### **Data Retention Policy – Ayfie Chat with your Documents Service**

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#### **1. Purpose**

The purpose of this policy is to define how long data is retained by the Ayfie Personal Assistant, and the process for its deletion. Ayfie is committed to protect the privacy of our users and ensuring compliance with applicable data protection laws and regulations. This Retention Policy is only valid for Ayfie Personal Assistant.

#### **2. Types of Data Collected:**

Our service stores all data uploaded, copy pasted or written into this solution. This data could include text, documents, or other types of data that the user or co-worker chooses to share with internal users and Ayfie Personal Assistant. Data is collected as documents or as RAW text.

#### **3. Data Retention Periods:**

We will retain the data provided during a chat for revisiting purposes. The service is not to be interpreted as a storage solution or filesharing solution. It is a AI chat service, with saving capacity to offer the feature of revisiting discussions or problem solved with the solution. Data can be deleted if there is a breaking change in developing the solution, of this reason critical and important information should not be stored in the solution for safe permanent storage. There are no defined periods for deletion. Deletion has to be requested by user.

#### **4. Data Deletion Process:**

There are different levels of deleting data in the solution.

1. In the "Files" menu you can always tag documents and press "delete selected files".
2. In the "Conversation chat history" you can tag any chat and press "delete chat".
3. Go to the settings, account menu, press "delete account".
4. If you want several accounts deleted across your company. Follow the above or use the contact us form @ [www.ayfie.com](http://www.ayfie.com)

#### **5. Azure OpenAI Data Retention Policy:**

One of Ayfie Personal Assistants most important features are your privacy and security. Our solution is private, is not available to OpenAI, do not train or improve AI models. As our service is based on the Azure OpenAI service, how they use data given by their service. You can read about this here:

<https://learn.microsoft.com/en-us/legal/cognitive-services/openai/data-privacy>.

When you perform the 3 first 4 deletion processes above, your data will be deleted instantly, and beyond recovery. If using our Contact Us option, you will get a notification mail as soon as your data is deleted.

#### **6. Data Security:**

This solution is secured by Microsoft Domain security within MS Azure. Read about this here:

<https://learn.microsoft.com/en-us/security/benchmark/azure/baselines/azure-active-directory-domain-services-security-baseline>

This data resides either behind your company's firewall, identity rights and authentication setup. If so, you need no Data Agreement, as you are storing your data.

If you use our SaaS, your data resides in Ayfie's domain. If data is of high importance for you, we advise you to request a private data agreement. You can do so by using "Contact Us" @ [www.ayfie.com](http://www.ayfie.com)

Ayfie take appropriate technical and organizational measures to ensure the security of data provided during a chat session and protect it against unauthorized or unlawful processing, accidental loss, destruction, or damage. We regularly review and update our security measures to ensure they remain effective and adequate.

### **7. Changes to this Policy:**

We reserve the right to update this policy from time to time to reflect changes in our data retention practices or legal obligations. Users will be notified of any material changes to this policy via email or through our service.

**Ayfie AS**

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