



AI Privacy Policy

Silobreaker

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Silobreaker's policy on AI privacy and data security

Summary

Silobreaker currently uses OpenAI as its AI provider for production services. Organisations have differing and evolving policies for processing of data by OpenAI, so Silobreaker offers control over which AI services are active for your users, allowing you to balance the benefits of those features against the additional data which is sent for processing.

We never send OpenAI metadata about your organisation or user accounts. With the basic tier of AI services we send documents and entities selected by your users to OpenAI for processing. With enhanced features we may also send information where your users may reveal details about their purposes and your organisation, and if these features are activated your users are responsible for maintaining your organisation's protocols.

What data does Silobreaker send to OpenAI for processing?

Silobreaker features that use OpenAI are not switched on unless requested by your user administrator ("Admin"). If the basic features are activated for your account then we take the following approach to sending data to OpenAI.

We do:

- Send **documents selected by the user** to OpenAI for the Summarise feature.
- Send Silobreaker **entities, their aliases and snippets** from documents to OpenAI for the Context feature when hovering over an entity.

We do not:

- Send any **user uploaded or created documents** to OpenAI (unless opted-in)
- Provide the ability for any of your organisation's users to send OpenAI **prompts or similar instructions** (unless opted-in)
- Send information to OpenAI about **a user's assets or searches** (e.g. list names, dashboard names, search queries)
- Send information to OpenAI **about users** of Silobreaker's AI services (e.g. username, IP-address, domain name, organisation, email address, industry, geography)

If your Admin has activated the optional role "Allow all user uploaded documents to be processed by AI services", then your users will be able to select such **documents** for processing by OpenAI.

If your Admin has activated the optional role "Allow custom user hints to be processed by AI services", then your users will be able to send **instructions** to OpenAI for the purposes of customising summaries produced on selected documents.

We appreciate feedback on the AI outputs, including rating summaries and suggesting improvements. If you use the feedback feature, for example, by using the feedback emojis, we will store the **feedback** along with the summarisation option used, source documents and any custom hints as part of your feedback, which will be used for the purposes of improving the platform and your experience.

Summary table of data sent to OpenAI by feature:

Feature	Benefit	Role activated	Data sent to OpenAI
Summarise	On-demand summaries of selected documents	By our Customer Success Manager	Documents selected by the user

Context	Immediate AI generated explanation of the context for an entity	By our Customer Success Manager	For entities hovered on by the user: entities, aliases and snippets from relevant documents.
AI processing of customer uploaded or created documents	Users can Summarise or get Context on uploaded or user-created documents.	By your Admin: Allow all user uploaded documents to be processed by AI services	Documents created or uploaded by the user or organisation, either as they are selected for Summarise, or used for Context when hovering over entities.
Custom Summarise	Summarise users have an additional option for instructing the AI to answer specific questions, use desired language or output structure.	By your Admin: Allow custom user hints to be processed by AI services	Instructions written by users for customising the results of the Summarise feature.

What does OpenAI do with this data?

The data sent to OpenAI for processing is governed by OpenAI's enterprise privacy policy.

<https://openai.com/enterprise-privacy/>

Relevant extracts from OpenAI's enterprise privacy policy

OpenAI does not use data sent via Silobreaker for model training:

"We do not use your ChatGPT Team, ChatGPT Enterprise, or API data, inputs, and outputs for training our models."

OpenAI does not claim any ownership of inputs or outputs sent through Silobreaker:

"As between you and OpenAI: you retain all rights to the inputs you provide to our services and you own any output you rightfully receive from our services to the extent permitted by law. We only receive rights in input and output necessary to provide you with our services, comply with applicable law, and enforce our policies."

OpenAI may retain information inputs and outputs for up to 30 days:

"OpenAI may securely retain API inputs and outputs for up to 30 days to provide the services and to identify abuse. After 30 days, API inputs and outputs are removed from our systems, unless we are legally required to retain them."

Who can view stored API inputs and outputs?

"Our access to API business data stored on our systems is limited to (1) authorized employees that require access for engineering support, investigating potential platform abuse, and legal compliance and (2) specialized third-party contractors who are bound by confidentiality and security obligations, solely to review for abuse and misuse."

Security of data sent to OpenAPI through Silobreaker:

"OpenAI encrypts all data at rest (AES-256) and in transit (TLS 1.2+), and uses strict access controls to limit who can access data. Our security team has an on-call rotation that has 24/7/365 coverage and is paged in case of any potential security incident. We offer a [Bug Bounty Program](#) for responsible disclosure of vulnerabilities discovered on our platform and products. Please visit our [Security Portal](#) ([opens in a new window](#)) for more details."