



AI Privacy Policy

Silobreaker

September 19, 2025

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Silobreaker's policy on AI privacy and data security

Summary

Silobreaker integrates with external Large Language Model (LLM) vendors to provide AI-driven features. Organisations have differing and evolving policies regarding how LLM vendors process data. To give you control, Silobreaker allows administrators to decide which AI services are active, balancing user benefits with data considerations.

We never send metadata about your organisation or user accounts to any LLM vendor. We have two levels of controls for AI. We offer role based control for activating *features* which use AI, and separate roles to determine which additional *data* is sent when using those features. These roles allow your users to share additional details about their purposes. If these roles are activated, your users are responsible for maintaining compliance with your organisation's protocols.

What data does Silobreaker send to LLM vendors?

Silobreaker features that use LLM vendors **are not enabled by default**. They must always be explicitly requested or activated by your administrator ("Admin"). This may include beta features which may send different data than that listed below. Once activated, we follow this approach:

We send Silobreaker data if certain *features* are opted in by Admin:

- Documents selected or queried by the user for the **Summarise** and **Reports** features.
- Entities, their aliases, and snippets from documents for the **Context** feature when a user hovers over an entity.

We only send the following user *data* if opted in by Admin:

- User-uploaded or created documents.
- Custom user instructions/hints (e.g. prompts for report creation or summary style).
- List contents (entities or free-text terms).
- Intelligence requirements (e.g. titles and descriptions of requirements).

We do not send:

- Information about the identifiers of user assets or searches (e.g. list names, dashboard names, search queries).
- Information about the identity of users of Silobreaker AI services (e.g. username, IP address, domain name, organisation, email address).

Summary table of data sent to LLM vendors by opt-in role

Role	Type	Benefit	Data sent to LLM vendor
Summarise	Feature	On-demand and automated summaries of documents	Documents selected by the user or query; user instructions (if opted in); user requirements (if opted in); content of user lists (if opted in)
Context	Feature	AI-generated explanation of the context for an entity	Entities, aliases, and snippets from relevant documents for entities hovered on by the user

Reports	Feature	AI-generated reports based on requirements and custom instructions	Documents featured in relevant collections; user requirements (if opted in); user instructions (if opted in); content of user lists (if opted in)
Allow all user uploaded documents to be processed by AI services	Data	Summarise, generate Reports, or get Context on uploaded or user-created documents	Documents created or uploaded by the user or organisation
Allow custom user hints to be processed by AI services	Data	Summarise and Reports users can provide instructions (questions, language, output structure)	Instructions written by users
Allow contents of Lists to be processed by AI services	Data	Contents of Lists can be used by the AI to produce more relevant outputs	Entities or free-text terms on lists
Allow Requirements to be processed by AI services	Data	Requirements can be used by the AI to produce more relevant outputs	Information about requirements

Silobreaker's requirements for all LLM vendors

To protect our customers, **Silobreaker requires that all LLM vendors meet the following standards** in order for us to use their services:

1. Vendor will **never train models** on customer data.
2. Vendor may **retain inputs and outputs only for a minimal period unless legally required** .
3. Vendor must **not claim ownership** of customer inputs or outputs.
4. Vendor must provide **enterprise-grade encryption and access controls** to secure customer data.

Vendor-specific privacy, data retention and security policies will be maintained in an appendix for any LLM vendors used by Silobreaker, with links to official documentation for reference. If additional LLM vendors become available then your Admin will be able to opt-in to use them.

Appendix: Vendor privacy policies

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