

Talkdesk uses Microsoft Open AI Services which provide Talkdesk access to Open AI models such as GPT-3 in Microsoft Azure infrastructure. Talkdesk does not use Chat GPT. Microsoft Azure Open AI Services treats customer data confidentiality.

For the purposes of providing the service, Talkdesk may process the following conversation which includes:



Transcriptions



SMS content



Chat content



Email content

Talkdesk has configured the services to ensure:

- Customer data is not used to train or fine-tune the model either by Talkdesk or Microsoft.
- Customer data is not stored in Microsoft Azure infrastructure or OpenAI. Customer data will only be processed by Microsoft Azure for the time period needed to execute a request (seconds).

Neither Talkdesk or Microsoft will use customer data besides the purpose of delivering the service.

From a security perspective, customers get the security capabilities of Microsoft Azure which includes AI content filtering and regional availability.

A data protection addendum governs the processing of personal data by Microsoft Azure Open AI Services and Microsoft have implemented technical and organizational measures to protect personal data aligned with ISO 27001, ISO 27002 and ISO 27018, which includes controls such as (not exhaustive list):

- Encryption of data in transit and at rest;
- Access control procedures where access to the Service environment is controlled through defined interfaces that require authentication using appropriate credentials;
- Software development lifecycle methodology which includes change management, testing and scans for malware prior to release to production;
- Logical segregation to restrict unauthorized access to customer data;
- Audit logs and monitoring systems are in place to monitor the platform for potential malicious activity.

In addition, Talkdesk has in place a security third party framework where sub-processors are subject to a security and privacy assessment during the onboarding process and then at planned intervals. If applicable, Talkdesk will sign a Data Processing Agreement with the customer to govern the processing of personal data for the purpose of providing these services to customers.