

Talkdesk uses Microsoft Azure OpenAI Service to provide Talkdesk access to large language models, such as GPT-3. Talkdesk does not use ChatGPT.

In order to take advantage of these large-scale generative AI models, Talkdesk may process transcriptions and content from the following channels:



Voice



SMS



Chat



Email

Like Talkdesk, Microsoft Azure OpenAI Service treats customer data with the strictest level of security and confidentiality. Both parties remain committed to implementing and following rigorous security frameworks and privacy laws, ensuring customer data is used responsibly and **is not**:

- Used to train or fine-tune models either by Talkdesk or Microsoft.
- 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 (typically seconds).

Customer data is additionally secured via Microsoft Azure capabilities such as AI content filtering and regional availability. Neither Talkdesk nor Microsoft use customer data for purposes other than what's outlined in this document.

A data protection addendum governs the processing of personal data by Microsoft Azure OpenAI Service, 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 (but not limited to):

- 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 to monitor the platform for potential malicious activity.

In addition, Talkdesk enforces a third-party security framework where sub-processors are subject to a security and privacy assessment during both the onboarding process and 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.