AI Data Security and Privacy at ATLAS.ti

At ATLAS.ti, we are committed to building trust by protecting your data and privacy when using our AI-powered features like AI Coding, AI Summaries, or AI Code Suggestions.

Building trust through data protection with OpenAI

We understand that privacy and security are top concerns when using our AI features. That's why we are committed to safeguarding your data through rigorous protections and are fully transparent about how we leverage the power of OpenAI's GPT models. Our multi-layered security approach provides peace of mind knowing your data is in good hands.

Our approach to data protection

- Military-grade Encryption
  Your data is encrypted in transit and at rest using 256-bit AES encryption, the same as militaries worldwide.
- Compliance with GDPR
  We comply with key global data protection regulations, further strengthening our commitment to your data's security.
- No AI Model Training
  None of your data is ever used to train or improve AI models. Your data remains private and isolated.
- Isolated Environments
  Open AI's models run in secure, isolated environments completely separate from your actual data. There is no commingling.
- Minimal Data Collection
  Only the bare essential data required to deliver our AI services is collected. Rest assured, we are committed to minimal data collection.
- Third-party Auditing
  Independent firms audit OpenAI's practices annually to ensure alignment with industry best practices.

FAQ

- What artificial intelligence (AI) technology are you using?
  We are using OpenAI's GPT models through an API to deliver better results to our customers if and insofar our customers are choosing to leverage OpenAI-powered features like AI Coding, AI Summaries, or AI Code Suggestions.
- Are you always using OpenAI technology in your software?
  No, we will only employ specific AI features upon your request through an opt-in or other sign-up process. Additional fees might apply.
- Are you using my personal data for the AI analysis?
  The AI will process all data that is fed into it in order to run an analysis. We have concluded a Data Processing Agreement, including the Standard Contractual Clauses (SCC) with OpenAI, that ensures the safety of your personal data.

- Is my personal data safe?
  We have concluded a Data Processing Agreement including the Standard Contractual Clauses (SCC) with OpenAI that ensures the safety of your personal data. Only the personal data you choose to enter into our software will be analyzed by the AI. Your personal data will not be used to improve the Machine Learning (ML) analysis.
- Is any data used for machine learning development?
  OpenAI does not use data submitted to and generated by our API to train OpenAI models or improve OpenAI's service offering.
- Does OpenAI train on my content to improve model performance?
  OpenAI will not use data submitted by customers via our API to train or improve our models, unless you explicitly decide to share your data with us for this purpose.
- Where is my AI content stored?
  AI relevant content is stored on OpenAI systems and our trusted service providers' systems in the US and around the world. We may also send select portions of content to third-party contractors (subject to confidentiality and security obligations) for data annotation and safety purposes.
- Do humans view my AI content?
  A limited number of authorized OpenAI personnel, as well as specialized third-party contractors that are subject to confidentiality and security obligations, may view and access user content only as needed for these reasons: (1) investigating abuse or a security incident; (2) to provide support to you if you reach out to us with questions about your account; (3) to comply with legal obligations; or (4) when we fine tune our models using user-submitted data (unless you have opted out), we also use PII filtering techniques to reduce the amount of personal data used. Access to content is subject to technical access controls and limited only to authorized personnel on a need-to-know basis. Additionally, we monitor and log all access to user content and authorized personnel must undergo security and privacy training prior to accessing any user content.
- Is the AI you are using this ChatGPT I read about?
  No. ATLAS.ti is working with OpenAI directly through an interface, and our customers are not using the web interface of the ChatGPT tool. However, the software and model behind the embedded OpenAI software and their ChatGPT tool are similar.
- What is the difference between AI, machine learning, and deep learning?
  AI uses various techniques that allow machines to be artificially intelligent. Machine learning is a subset of AI, and deep learning is a subset of machine learning.
  Machine learning refers to a machine's ability to think without being externally programmed. While devices have traditionally been programmed with a set of rules for how to act, machine learning enables devices to learn directly from the data itself and become more intelligent over time as more data is collected.
  Deep learning is a machine learning technique that uses multiple neural network layers to extract progressively higher-level features from the raw input data. For example, in image processing, lower layers of the neural network may identify edges, while higher layers may identify the concepts relevant to a human, such as letters or faces.