GDPR Notice

AudioCodes VoiceAI Connect Enterprise

The AudioCodes VoiceAI Connect Enterprise is composed of two components:

- VoiceAI Connector that handles the communication with the Cognitive Services engines and Bot frameworks
- SBC that handles the communication with the voice engagement channels

This document describes the support of the VoiceAI Connector for the EU General Data Protection Regulation (GDPR).

For information on the support of the SBC for the EU GDPR, refer to *LTRT-91115 GDPR Notice for AudioCodes Mediant SBC Devices*.

Note: GDPR aspects that are not listed in this document are considered not relevant to the operation of the VoiceAI Connector.

1 Overview and Definitions

GDPR defines 'personal data' as any information related to an identifiable person. This person may be identified directly (i.e., by name) or indirectly through any other identifier which is unique to that person. For the VoiceAI Connector, individuals can be indirectly identified through phone numbers that are processed by the application, or via information they provide to the bot which is recorded in the call transcript. The VoiceAI Connector generates three data sets which may contain personal data:

- **CDR Records:** The VoiceAI Connector stores Call Detail Records (CDRs) of live and historical chatbot calls on a local database (mongoDB). CDRs are sent once at the end of the session and are associated with a single call transcript.
- **Call Transcripts:** Call transcription is the conversion of a voice call audio track into written words to be stored as plain text. The VoiceAI Connector stores chatbot call transcripts (speech-to-text) on a local database and sends them as Syslog messages.
- **Syslog Notifications:** Syslog is an event notification protocol that enables a device to send event notification messages to event message collectors, also known as Syslog servers. The VoiceAI Connector saves Syslog messages on a local file system and can send them to an external syslog server.

Besides the above data sets, VoiceAI Connector does not collect or retain any other 'personal data'.

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2 Right of Access (Art 15)

Access to Syslog files, CDRs and call transcripts is limited to privileged users only with required valid credentials. Once appropriate credentials are provided:

- Users with access to the Web interface can view CDRs and call transcripts.
- Users with access to the Connector's Linux CLI can view and download Syslog files, CDRs and call transcripts.

When the VoiceAI Connector is configured to send Syslog notifications to a 3rd party server, the information is sent to the external server shortly after it is captured. Once sent, this information is outside the scope of the VoiceAI Connector.

3 Right to Rectification (Art 16)

CDR records, call transcripts and Syslog files are treated by the VoiceAI Connector application as 'read only' information as soon as it is stored on the data base/disk. The application does not include a mechanism that allows a user to edit or modify the information once captured and stored, and there are no actions that the application takes based on this information.

4 Right to be Forgotten (Art 17)

CDRs, call transcripts and Syslog files are deleted automatically by the application's retention policy or can be explicitly deleted by a privileged user.

- **Retention Policy:** Information is temporarily stored on the device in a cyclic buffer that is overridden over time. The user can define the time (in seconds) after which CDRs and/or call transcripts are deleted from the VoiceAI Connector's database. The default retention period for call transcripts is one day and 30 days for CDR. The user can also define the number of logged files to be stored and their file sizes, after which the Syslog files are deleted. By default, 20 logged files of 50 MB each are stored.
- **Explicit Deletion:** CDRs, call transcripts and Syslog files can be deleted by a user with access to the VoiceAI Connector's Linux CLI. For CDRs and call transcripts, it is possible to delete all the stored information, or just the CDRs/call transcripts that are associated with a specific bot.
- It is also possible to configure the VoiceAI Connector not to store call transcripts on the local database.

5 Right to Data Portability (Art 20)

Once appropriate credentials are provided, full information can be retrieved, and moved to a 3rd party system, where the information can then be identified, processed, filtered, and aggregated upon user request.

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6 Security

The device provides the following security measures:

- Only authorized users have access to its information and settings.
- Information at rest is not encrypted by the application. When the VoiceAI Connector is installed on a public cloud (e.g., Azure), the disk is encrypted by default. If the VoiceAI Connector is installed on a private cloud, you need to make sure that the disk is encrypted.

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