

AI Data and Security FAQs

Where your data is processed, who touches it, how long it is kept, and what is contractually prohibited

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This document describes OnBoard's AI features: AI Minutes, AI Assist, AI Agenda, AI Book, and AI Meeting Insights as configured as of the date above.

Retention at a Glance

Summary view. Full answers and the supporting contractual language appear in the questions that follow.

DATA TYPE	WHERE IT LIVES	DEFAULT RETENTION	CUSTOMER CONTROL
Meeting recordings	OnBoard Azure (tenant region); captured by Recall.ai on US AWS	90 days after the meeting	Manual deletion any time; window not configurable
Transcripts	Same as recordings — deleted as a set with recording and outlines	90 days after the meeting	Manual deletion any time; window not configurable
AI outputs (minutes drafts, outlines, summaries)	Stored in tenant region via Azure OpenAI	Human-approved minutes remain the official record	Administrator-controlled
AI Assist conversation history	Tenant region	Until deleted	User can delete at any time
Observability traces (AI Assist US customers)	Arize — US	30-day contractual cap	OnBoard may require deletion at any time
Media held at Recall.ai	US AWS	Purged after transfer to OnBoard; 7-day contractual ceiling	Configured by OnBoard via Recall's API

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- Q14 Are prompts, responses, or transcripts retained in any logging, analytics, or monitoring system — and for how long?

1. Hosting and Regional Processing

Q1. Which Azure region hosts our OnBoard tenant?

OnBoard production runs entirely on Microsoft Azure. Your data is stored encrypted at rest in the Azure region assigned to your tenant — the physical data center — which is selected at provisioning.

Q2. Does Azure OpenAI processing happen in the same region as our tenant data?

OnBoard uses Azure OpenAI Global deployments, which allow Microsoft to route requests to available capacity across its Azure infrastructure. This supports greater scalability and reliable performance during periods of high demand. As a result, a request may be processed outside the region where the customer's OnBoard tenant data is hosted.

This routing affects processing location and does not change where OnBoard stores customer content or AI-generated outputs, which remain in the customer's assigned hosting region. Microsoft models are stateless and do not store prompts or responses in the model. Under Microsoft's data privacy terms, prompts, completions, and training data are not used to train, retrain, or improve Microsoft's or OpenAI's models. Microsoft's limited abuse-monitoring practices are addressed separately in Q14.

Q3. Are any AI outputs, recordings, or transcripts processed outside that region?

- **AI-generated outputs** (minutes drafts, outlines, summaries) are generated in-region via Azure OpenAI and stored in OnBoard's Azure environment in the tenant's region.
- **Meeting recordings and transcripts** are captured and transcribed by our recording subprocessor, Recall.ai, on its US AWS infrastructure. They are then downloaded into OnBoard's Azure Blob storage in your region and purged from Recall. This step is outside Azure, but still in the US.
- **Observability traces, for AI Assist:** prompts and responses are sent to our evaluation provider, Arize, for service quality and monitoring. This step is outside Azure, but within the US. This applies only to US organizations.

AI-generated minute drafts, agendas, document summaries, and the stored record are generated and held within your tenant region.

2. Recall.ai, Our Recording Subprocessor

Recall.ai provides the meeting recording and transcription that sits behind AI Minutes.

Q4. Does Recall record meetings automatically?

No. Recording requires a Meeting Administrator to configure settings to invite the recording assistant to join the meeting. There is no setting that causes meetings to be recorded by default.

Q5. What security certifications and audit reports does Recall.ai hold?

Recall.ai holds SOC 2 Type II and ISO 27001 certifications, supports HIPAA requirements with a BAA available, and offers GDPR (EU SCCs plus UK Addendum) and CCPA service-provider terms.

Recall maintains a trust portal at security.recall.ai containing its current certifications and audit reports. Access is controlled by Recall, your team can request access directly from Recall and OnBoard can help facilitate that request.

Q6. What security measures are contractually committed?

Independently of the trust portal, our executed Data Processing Addendum with Recall documents their technical and organizational measures directly:

- AES-256 encryption at rest through AWS S3 encryption
- TLS 1.2 in transit
- All processing in AWS-managed data centers
- Role-based access controls and security event logging
- At least thirty days' advance notice before engaging a new subprocessor, with a right of objection held by OnBoard.
- Notification to OnBoard of any security incident without undue delay, and in any event within 48 hours

Q7. How long does Recall.ai retain recordings and transcripts?

Recall-side retention is configured by OnBoard through Recall's API. Our agreement caps retention and provides that Recall shall retain customer data, including video, audio, or other files or data:

"only up to a maximum of seven (7) calendar days following receipt, and solely for the limited purposes of debugging, and responding to customer requests" — and shall "delete the Customer Data promptly thereafter."

Seven days is a contractual ceiling, not an expected duration. Under OnBoard's configuration, media is retained only as long as needed to complete processing and transfer it to OnBoard. OnBoard issues a deletion instruction to Recall once the recording and transcript have been successfully downloaded. Where a processing error prevents that deletion, media may persist up to the contractual maximum of seven days before it is removed.

Once data is deleted at Recall, Recall's own documentation states it is permanently removed from their servers and cannot be recovered, with no backups or archives of the media retained after that point.

Q8. Where can we find Recall.ai's DPA and privacy documentation?

- **DPA:** recall.ai/data-processing-agreement — SCCs, UK Addendum, CCPA, and an AWS / AES-256 / TLS security annex
- **Privacy policy:** recall.ai/privacy
- **Subprocessor list:** security.recall.ai/subprocessors

The DPA incorporates the EU Standard Contractual Clauses and the UK Addendum, and includes CCPA service-provider terms under which Recall may not sell personal information or retain, use, or disclose it for any purpose other than performing the services.

Q9. Are our recordings or transcripts used to train AI models?

No. This is prohibited contractually. OnBoard's agreement with Recall states that Recall:

"shall not use, replicate, or allow any third party to use or access Customer Data, including any data based on or derived from Customer Data, for the purpose of developing, enhancing, training, or testing artificial intelligence, machine learning models, or any other algorithmic models."

Recall's own documentation likewise states that its transcription service does not use customer data to train AI models. OnBoard purges media from Recall after ingestion.

3. Recording and Transcript Retention in OnBoard

Q10. How long are meeting recordings retained by default?

Recordings are auto-deleted 90 days after the meeting, unless deleted earlier.

Q11. How long are transcripts retained by default?

The same 90 days. Recording, transcript, and outlines delete together as a set.

Q12. Can we configure our own retention period?

Administrators can manually delete the recording, transcript, and outlines at any time before the 90-day window elapses. The 90-day window itself is a platform default and is not currently configurable.

Q13. How does permanent deletion work?

When an administrator initiates deletion, or auto-delete runs, the recording, transcript, and outlines are removed as a set from OnBoard's Azure environment. The separately created minutes remain, and once reviewed, approved, and designated by the Organization, may constitute the official record. On the Recall.ai side, media is purged after ingestion to OnBoard, as described in Q7.

4. What is Arize AI, and what does our Agreement with them require?

Arize provides service quality monitoring and evaluation for AI features. It receives prompts, responses and related trace data. Our executed agreement specifies:

- Arize may not use, retain or derive any benefit from your data beyond providing the monitoring service to us.
- They are explicitly prohibited from using any data to train, fine-tune, or otherwise develop any model, including in aggregated or de-identified form, and this obligation flows down to any subprocessors.
- Arize must maintain SOC 2 Type II or ISO 27001 certification throughout the term.
- Retention is capped at 30 days. We may require deletion at any time. That deletion obligation extends expressly to all systems, including backups, disaster recovery systems, and any logs.
- Arize must logically isolate your data from other customers' data in storage, processing and access control systems, and may not commingle it in any shared processing environment.
- Arize may not process or store the data in any jurisdiction other than the one we have approved in writing.

5. AI Logging, Analytics, and Monitoring

Q14. Are prompts, responses, or transcripts retained in any logging, analytics, or monitoring system — and for how long?

Azure OpenAI. The models do not retain prompts or outputs within the model, and customer data is not used to train foundation models. Microsoft conducts automated abuse monitoring without storing prompts or outputs. In limited circumstances, flagged content may be securely retained within the geography associated with OnBoard's Azure resource for abuse review under Microsoft's controls.

AI Assist conversation history. If your organization uses this feature, history is stored in your tenant's region and can be deleted by the user at any time.

Observability traces (AI Assist). Transmitted to Arize and retained under the 30-day cap. We may require deletion at any time. Arize must logically isolate your data and may not commingle it with any other customer's data in any shared processing environment. This applies only to users of AI Assist based in the US.

Minutes AI transcripts. Follow the 90-day policy described in 3. Recording and Transcript Retention in OnBoard.

Our current subprocessor list is published in the [OnBoard Trust Center](#) and is the authoritative source. We provide notice of any new subprocessors.