

Comment Summarization FAQ

Where does the data reside?

Comment data is sent securely (via TLS1.2+) from the Compass platform to an OpenAI model running in the Azure data center in Quebec City. This is the same data center used to store Compass database backups.

What exactly is sent?

The raw comment data is sent to the AI model in its entirety. Any comments included in the set of filtered comments that you are currently reviewing on the insights or comments pages will be sent to the model if a summary is requested. The data is not edited in any way during transit; no names, titles or other identifying information are removed. Whatever statements are made by employees in the comments will be seen by the AI model.

How long is data retained?

The inputs and outputs of each call are retained for up to 30 days. Both the raw comments for any set of comments for which you request a summary, and the summary itself, will be retained by Microsoft for up to 30 days after the summarization request is made. Please see the “Preventing abuse and harmful content generation” section of the Microsoft AI FAQ [here](#).

Is the comment data used to train the AI models?

No. Microsoft warrants that no customer data will be used to train any of its models. See [here](#).

Is Personally Identifiable Information (PII) included?

No demographic information or emails are sent from the Compass platform to the AI model. However, the raw comment text is sent in its entirety. As such, if a survey respondent mentions PII (names, titles, positions, or other descriptions) that will be included in the set of comments sent to the model.

How does the analysis work with non-English comments?

The comments are given to the AI model in whatever language they were made. If the comments are made in a mix of languages that's what will be given to the API. The models are trained on text from multiple languages and so will generally understand comments made in common languages e.g. French should be fine, Xhosa will most likely not work.