

Where does your data go when you use Global Relay's AI-enabled surveillance?

We've mapped how your data moves through our closed ecosystem for analysis by our AI-enabled surveillance solution, and what safety measures we're taking to ensure your data is never compromised.

Your communications data, fully secured

A look at Global Relay's closed compliance system

1 Global Relay captures your communications data from the source

With **Global Relay App** and **Connectors**, your communications data is captured at source and transferred straight into the **Global Relay Archive**, hosted in our secure operations center (SOC). All communications data is encrypted both in transit and at rest. Encryption methods include DKIM (TLS 1.3), Secure Cyphers, SSO, MFA, and Secure FTP.

2 Data is optimized for Large Language Model (LLM) analysis on its way to your archive

Your data is structured and enriched as it is ingested into the Archive. Duplicate messages and irrelevant metadata are removed, classification tags are applied, audio is transcribed, and all data is unified as a single data format. This format optimizes LLM analysis, reducing false flags and linking conversations that occur across multiple platforms.

3 Our independent data center stores your archived data

Your data, now structured and enriched for optimized analysis and retrieval, is stored in our privately owned and operated Canadian **data center**. Full ownership and operation by Global Relay means no third-party organizations or external vendors will ever have access to your data.

Global Relay Data Centers provide unsurpassed scalability and performance to our customers through high performance system infrastructure, 24/7 monitoring, system redundancy measures, and military-grade encryption defense.

4 Data security is ensured when utilizing our LLM

Within our data center, your data is processed by our LLM strictly for risk analysis and identification. All data is processed in memory and discarded after each request, operating as a 'closed loop' system, so your data never leaves Global Relay's secure ecosystem.

Our AI surveillance agents utilize LLMs with cross domain knowledge, as opposed to being trained using real or approximate customer data. Instead, the LLM is initially trained as a general intelligence model—we then input over 130 compliance-related indicators across 11 risk taxonomies to optimize it for communications risk identification.

Adjustments to the LLM are made via manual changes to the prompts and tested in a staging environment before being updated to live production, ensuring human operators are always 'in the loop' and there are never unexpected changes to how your data is analyzed.

Emerging risks are identified and alerts generated with wider message content so compliance teams can respond immediately and begin efficient, meaningful investigations.

None of your data is retained in the records of our LLM, so if you choose to delete your data from the Global Relay Archive, you can rest assured that every trace is gone from our system.

