

Weave.AI Customer Data Security – Frequently Asked Questions (FAQ)

1. Is my data encrypted and secure when using Weave.AI?

Yes. Your data is always protected—whether it's sitting in storage or being sent over the internet. We use strong encryption technologies (called **AES-256** and **TLS 1.3**) that make your data unreadable to unauthorized parties. We store everything securely using trusted cloud providers like **Amazon Web Services (AWS)** and **Microsoft Azure**.

2. Does Weave.AI use my data to train its AI?

Never. Unlike some AI platforms, **Weave.AI does not use your data to improve or train its models.** Every time the AI processes something for you, it treats that session as private and temporary. Nothing is saved or reused to teach the AI.

3. What happens to my data after it's processed?

You get to decide. We offer a **zero data retention** option, which means:

- Your data is only handled in memory (like a chalkboard that gets wiped clean immediately).
- If temporary storage is used, it's automatically deleted according to your settings.

4. How does Weave.AI keep my information separate from other customers?

Each organization gets its **own private and secure environment** in the cloud—like having your own secure office instead of sharing space with strangers. Your AI tools (called **agents**) are customized just for you and kept entirely separate from other companies.

5. Where is my data stored and processed?

We use secure services from **AWS and Azure**, two of the most trusted cloud companies in the world. Your data is stored in encrypted, protected cloud storage and processed in **isolated computing spaces** that are not accessible to the public internet.

6. How does Weave.AI prevent data leaks or hacking?

We take a multi-layered approach:

- Only secure, private cloud networks are used.
- All inputs and outputs to our AI are checked and filtered.
- We block unauthorized access with **strict permissions and security controls.**
- We conduct **regular security** testing to stay ahead of new threats.

7. Can my team log in securely with our company credentials?

Absolutely. We support:

- **Single Sign-On (SSO):** Use your existing company login.
- **Multi-Factor Authentication (MFA):** Add an extra layer of protection.
- **Role-Based Access Control (RBAC):** Ensure each person sees only what they're allowed to see.

8. Can we track who accessed what and when?

Yes. We keep a **full audit trail** of everything that happens—what data was accessed, when, and by whom. This helps with transparency, compliance, and internal accountability.

9. Is Weave.AI compliant with industry security standards?

Yes. We align with top international security frameworks, including:

- **SOC 2 Type II**
- **ISO 27001**

These standards are widely recognized and trusted across regulated industries.

10. How often is your security tested or updated?

We continuously test and monitor our systems. This includes:

- **Regular penetration testing** by third-party experts
- **Ongoing code scanning** for vulnerabilities
- **Automatic updates** to fix any potential risks