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AI Security and Privacy at Articulate

Updated: September 2026

Introduction

Articulate is continuously developing and improving our AI-powered features, including advanced agentic AI workflows through Nova, to help creators deliver content more quickly and have greater impact within their organizations. Since security and privacy are our top priorities, we are dedicated to ensuring the utmost safety and confidentiality as we integrate AI features into our platform. Grounded in learning science and instructional design principles, Articulate's AI features allow organizations to keep pace while remaining human-centered. Creators partner with AI to decide exactly what to build and how to deliver it.

This paper defines Articulate's standards and practices for deploying AI within our systems, emphasizing our commitment to data integrity, privacy, and ethical AI use.

Data Integrity and Ethical AI Implementations

At Articulate, we believe in the responsible use of AI. Articulate AI features are designed to uphold the highest standards of data integrity and ethics. We ensure that:

- Our AI features, including those we use from third-party services, strictly follow our stringent security and ethical guidelines.
- Customers are informed when generative AI tools are used in connection with their work.
- Continuous monitoring and testing are conducted to ensure fairness and mitigate bias.

Ensuring Data Privacy and Integrity with AI

Our approach to AI allows customers to fully disable AI on their Articulate 360 Teams subscription. Additionally, we have established stringent contractual obligations with our AI partners to ensure that these controls are strictly enforced and aligned with our standards. We ensure that:

- Our data handling practices for AI systems adhere to strict principles that respect customer privacy and regulatory requirements.
- We retain your customer data for the duration of your subscription to provide you with the services under your agreement.
- We have a zero data retention policy with any AI subprocessors, requiring them to delete any customer data after generating any output.
- Your content is never used to train AI foundation models without your permission.
- Clear and transparent policies govern how user data is handled.
- Data encryption is maintained throughout the AI interaction lifecycle.

Our Trusted AI Partners

We've carefully selected our AI partners for their expertise and innovative technologies. Each partner plays a vital role in enhancing our AI offerings. These collaborations enrich our AI features, enabling us to meet our customers' varied and dynamic requirements. More information about our partners and their roles can be found on our Subprocessors page.

Data Transmission & Encryption

Secure data transmission is critical in our AI implementations. We employ robust encryption protocols to protect all data exchanges against unauthorized access and maintain data confidentiality and integrity. All communications with our third-party AI services are conducted strictly over secure channels: Data is always encrypted during transit over connections secured with Transport Layer Security (TLS) 1.2 or 1.3 encryption.

Regulatory Compliance for the AI Components

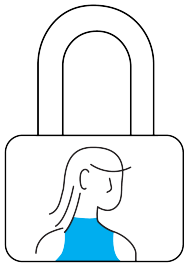
Compliance with legal and regulatory standards is the foundation of our AI deployment strategy. We ensure regulatory compliance for the AI components at Articulate by:

- Regularly reviewing and updating our practices to align with evolving regulations.
- Ensuring that our AI implementations comply with relevant laws and industry standards.

Current information on the certifications and attestation activities applicable to Articulate's AI features is maintained in the Articulate Trust Portal.

Conclusion

Articulate's AI offerings reflect our dedication to data security and integrity. We consistently work to enhance our AI features while always prioritizing the trust and safety of our customers. This paper demonstrates our commitment to setting the benchmark for AI security and ethical practices in the industry.



Additional Information

Visit our Trust Center to learn more about our security and privacy policies. You can also reach out to us at security@articulate.com for general security questions or at privacy@articulate.com for questions about our privacy notice or how we manage data. We're happy to help!

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