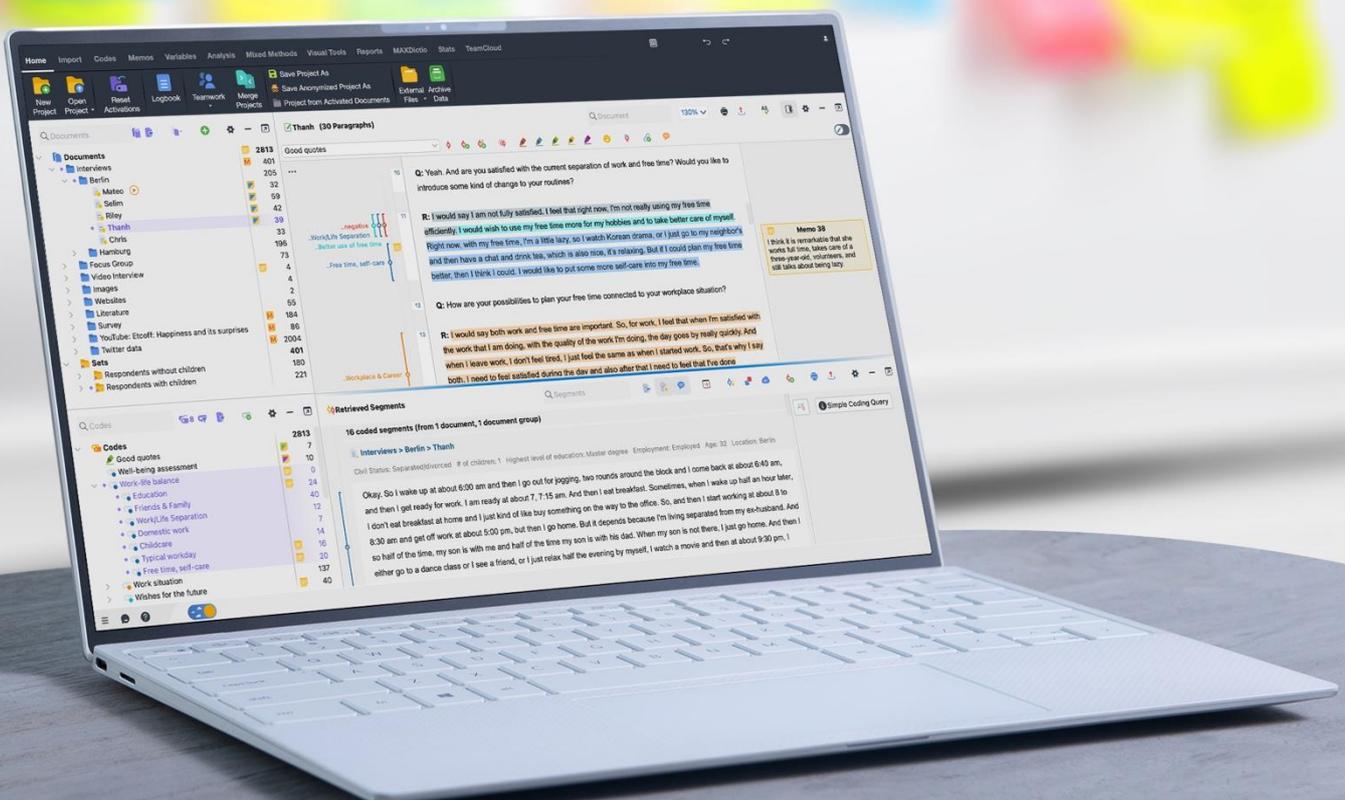# MAXQDA

FAQ - AI Assist

Functions and Data security

What is AI Assist?

MAXQDA AI Assist is an AI-based add-on.

Among other things, AI Assist offers the option of automatically summarizing texts and generating new codes/subcodes based on already coded text passages. AI Assist also includes an automatic transcription function for audio and video files, which saves valuable time for thorough data analysis.

Data security

Data security and the protection of our users' privacy is our top priority. To make this as transparent and clear as possible for MAXQDA users, we have compiled these compact FAQs for you.

Questions and answers - AI Assist

1. Which of my data is processed by the AI?

When using AI Assist, only data that has been proactively selected by the user is processed. This means that users always have full control over which data is transmitted to the AI.

2. How does AI Assist work in detail?

AI Assist must be actively added when purchasing MAXQDA. If AI Assist is activated, the functions in MAXQDA can be used. The creation of a MAXQDA user account is required to successfully activate and use AI Assist. The accounts are managed on AWS servers. The servers are located in Germany, with additional servers in the EU available as a backup. When using AI Assist, the selected data is transferred for processing by the artificial intelligence.

VERBI uses external service providers for the individual functions of AI Assist, currently OpenAI, L.L.C. (Chat-GPT) and Cantab Research Limited.

All information on the functionalities of AI Assist can be found here:

LINK

---

3. Does the AI have access to all of my data?

No, only the data selected by the user is transmitted. This means that the users themselves decide which data is forwarded for processing by the AI.
This means that users have full control over the security of their personal data at all times.

4. How long will the data to be analyzed be stored?

The data provided by the customer via AI Assist will be deleted after a maximum of 30 days.

5. Can license holders (purchasers of the license) ensure that users use AI Assist responsibly?

We have introduced a multi-stage system for the registration and use of AI Assist. This ensures that the institution allows AI Assist in its organization and that our conditions meet the required legal and data protection requirements.
AI Assist must always be approved by the license holder in the first step of the process.

6. What about media files that are uploaded for AI-assisted transcription?

Media files that you upload for automatic transcription are stored exclusively on GDPR-compliant servers of the company AWS in Germany. From there, the data is forwarded to Speechmatics (Cantlab Research). The data is used exclusively for speech recognition and is not used for any other purpose. The data provided to Speechmatics is deleted immediately after the transcription has been processed. Uploaded audio files are deleted within seven days after upload and the created transcript is deleted within seven days after downloading. It can also be deleted manually by the user before then.

Our conclusion regarding the use of AI Assist

AI Assist can and should be an optional support that offers new possibilities for more efficient work. However, your data is never automatically sent to or processed by the AI in any form. The full control over which data is used constantly lies with the user.

Further information on AI Assist and data protection

- o [Information on the functions of AI Assist](#)
- o [MAXQDA 24 Manual - AI Assist](#)
- o [Our terms and conditions and EULA for AI Assist](#)

- o [Privacy Terms and Conditions of OpenAI](#)
- o [Trust Center from OpenAI](#)
- o [Terms of Service from Speechmatics](#)