

Redaction



Leveraging advanced AI to automatically remove PCI data from audio recordings and transcriptions.



Understanding our new Redaction Feature

Dubber's platform introduces a robust Redaction capability, designed to assist organisations in meeting stringent data security obligations.

Through advanced AI capabilities, this feature automatically redacts Payment Card Industry (PCI) data from both audio recordings and transcriptions within the Dubber platform.

Once the system detects the data to be redacted, it will seamlessly remove it from the files accessible through the Dubber platform.

The original recording will remain available and can be retrieved upon the customer's request.



What data will be redacted when you turn this feature on?

The feature currently has been enabled to redact the following data:

- Bank Account
- Credit Card Number
- Credit Card Expiration date
- CVV Number
- Routing Number
- Driver License
- Social Security Number
- Password
- Passport Number
- Healthcare Number



What is automated Redaction?

Automated redaction selectively removes specified data from stored information (i.e., audio, transcription files), utilising Dubber's AI services and software.



Where will the data be redacted from?

Redaction takes place within both the audio recordings and the transcriptions.



How do I enable Redaction for my account?

Our redaction service is currently available to users on our Dubber Insights Plan, please connect with your provider or reach out to Dubber Support and we'll enable it on your account.