

AI Translation

How we handle your data

How the translation process works

When a user clicks 'Translate', the text of the message or report field is passed to the Anthropic Claude API for translation. The translated output is returned and displayed within the platform. The content is then cached within your secure platform environment so that subsequent views load instantly without a repeat API call.

At no point is the translation sent to, stored in, or processed by any consumer-facing tool. The entire process is contained within the authenticated, encrypted platform session.

Data handling topic	Our approach
What is sent to the API?	The text content of the message or report field only. No metadata, no case identifiers, no reporter information, no user identifiers.
Is content stored externally?	No. Translated content is cached within your platform environment only. Nothing is written to external repositories.
Is content used to train AI models?	No. The Anthropic API processes the content for translation purposes only. It is not used for model training.
What does the audit log capture?	Timestamp, content type (message or report), event outcome (cache hit or API call), and country code of the request. No PII, no case content, no reporter identifiers are stored in the audit log.
Is the reporter's IP address logged?	No. The geographic check uses IP geolocation to determine country but does not log the IP address itself. Only the country code is recorded in the audit log, without any user identifier.
How long is translated content cached?	28 days for messages, 90 days for reports. Expired translations are automatically removed by a daily clean-up process.
What happens when a case is redacted?	Any cached translations associated with the case are removed as part of the redaction process, in line with your standard data retention obligations.
What if the content is edited after translation?	The cached translation is automatically invalidated. The next request generates a fresh translation of the updated content.
What if the translation service is unavailable?	The system logs the failure, notifies administrators, and continues to operate normally. Translation becomes temporarily unavailable but all other platform functions are unaffected.

Geographic restrictions

Certain countries are restricted from using the translation service due to export control regulations. Users accessing the platform from a restricted country will see a clear, user-friendly message and can continue using all other platform functions. The restriction check does not log IP addresses. Restrictions take effect immediately when the list is updated.

Data protection & compliance

- Privacy by design: no PII captured in translation processes or audit logs
- Data minimisation: only the text content necessary for translation is passed to the API
- Retention limits: automated cache expiry and daily clean-up enforce data minimisation
- Redaction compliance: cached translations removed as part of case redaction workflows
- Audit trail: full logging of translation events without capturing sensitive content

Terms & conditions

Use of the AI Translation feature is governed by a terms and conditions addendum to your standard platform agreement. The addendum covers the use of the Anthropic API for processing, data handling obligations specific to AI translation, and geographic use restrictions. Acceptance of the addendum is required before the feature is activated.

Need more information?

Contact your account manager or email enquiries@safecall.co.uk to find out more.