

Client Data Security & AI Fact Sheet

At Resolution Compliance, we prioritise the security and confidentiality of your data. Our operations are built on enterprise-grade infrastructure and governed by strict AI safety protocols to ensure your information remains protected and private.

1. Enterprise-grade security infrastructure

We manage all client assets within a Google Workspace Business Plus environment. This provides several layers of protection:

- **Encryption:** Your data is protected by enterprise-grade encryption both at rest and in transit.
- **Private domain:** All analysis and storage occur within a private, encrypted domain.
- **Information governance:** We use Google Vault to retain and search critical compliance records, ensuring they are traceable for as long as required.
- **Access control:** Client folders are managed via secure shared drives, with access restricted to professional, domain-based accounts to maintain a clear audit trail.
- **Device security:** We enforce strict security policies on all devices.

2. Responsible use of AI

We use agentic AI tools (such as Anthropic Claude) to streamline compliance tasks, such as clause-level gap identification. Our use of AI is strictly governed to protect your privacy:

- **No model training:** Your documentation and prompts are never used by Anthropic to train or improve AI models. This is guaranteed by Anthropic's terms of service for paid plan subscribers, and we have additionally opted out of any discretionary data use at the account level.
- **No routine human review:** Conversations processed through our AI environment are not subject to routine human review by Anthropic staff or contractors. Anthropic reserves the right to review conversations in limited circumstances for safety and trust purposes only — this is not a review of client work content in any operational sense.
- **Meeting transparency:** While we may use AI transcription for online meetings, these records are stored securely, and all participants are notified at the start of any recorded session.

3. Expert oversight & quality assurance

AI is used solely as a “junior associate” for high-speed analysis and drafting. It never replaces professional judgement:

- **Mandatory review:** No AI-generated output is delivered to you without a manual review by a consultant with 10+ years of compliance experience.
- **Regulatory accuracy:** All findings are cross-referenced against the AML/CTF Act, the AML/CTF Rules 2025 and current AUSTRAC guidance to ensure accurate, context-heavy interpretations.