TRUST CENTER

Security and privacy, in plain terms

How Skill Reality handles the images, records and accounts from your floor. Anything we have not published yet is available on request.

AT A GLANCE

Six things to know

One image at critical steps

The glasses camera captures a single image only at the steps you mark critical. No continuous video is recorded.

Faces blurred on the device

Faces are blurred on the device, before the image is uploaded. Kept images stay blurred.

Retention set by you

You choose how long verification images and records are kept.

Encrypted in transit and at rest

Procedure data and step logs are encrypted in transit and at rest.

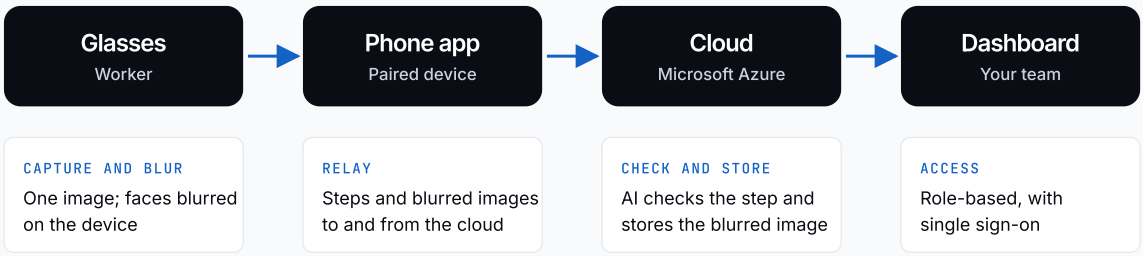
Built on Microsoft Azure

The Skill Reality platform runs on Microsoft Azure in Canada.

Single sign-on

Sign in with Microsoft Entra ID, Google Workspace or Okta.

HOW DATA FLOWS



Faces are blurred on the device, before the image is uploaded. Retention is set by you. The platform runs on Microsoft Azure in Canada. AI processing happens in the United States, so the SOP text and critical-step images sent for AI processing leave Canada.

WHAT WE COLLECT AND WHY

DATA	WHY	HOW LONG IT IS KEPT
Verification image	To check that a step you marked critical was done right.	Blurred on the device before upload; kept for as long as you set.
Step record: worker, procedure, step, time and result	Your audit, quality and training record.	For as long as you set.
Account: name and work email, from your sign-in provider	To sign workers in and record who did each step.	For the life of the account, plus 30 days.
SOPs and procedures you upload to Forge	To build the guided procedures.	Until you delete them. Deleted with the account.

DATA	WHY	HOW LONG IT IS KEPT
Remote expert video	Live help from an expert who sees what the worker sees.	Not recorded. Sessions are live only; nothing is stored.

What we do not collect

- No continuous video from the glasses.
- No audio recording for verification.
- No images outside the steps you mark critical.

CAMERA AND WORKER PRIVACY

The camera captures one image only at the steps your team marks critical. Faces are blurred on the device before the image is uploaded, and there is no continuous video. We wrote a plain-language page for workers, their union and HR, with a one-page sheet for the break-room board.

INFRASTRUCTURE AND ACCESS

Hosting

Microsoft Azure

Azure region

Canada

Encryption

Procedure data and step logs are encrypted in transit and at rest.

Encryption detail (protocols, key management)

TLS 1.2 or higher in transit. AES-256 at rest, with Microsoft-managed keys.

Access control

Role-based: workers and managers see only what is relevant to their role.

Single sign-on

Microsoft Entra ID, Google Workspace, Okta

Deletion timeline after a retention period ends or a contract ends

Data is deleted within 30 days after the retention period ends or the contract ends. Backups are purged within 90 days.

SUBPROCESSORS

SUBPROCESSOR	PURPOSE	USED FOR	DATA LOCATION
Microsoft Azure	Hosting, processing and storage for the Skill Reality platform	Platform	Canada
LiveKit	Live video for remote expert sessions	Platform	LiveKit Cloud, North America
OpenAI	AI model provider (ChatGPT models)	Platform	United States, under its standard API terms

SUBPROCESSOR	PURPOSE	USED FOR	DATA LOCATION
Anthropic	AI model provider (Claude models)	Platform	United States, under its standard API terms
Vercel	Hosting for this website (skillreality.com) and its forms only; no customer plant data	Website	United States (Washington DC, iad1)
Resend	Email for this website's forms only; no customer plant data	Website	United States (us-east-1)

Website subprocessors handle this website and its forms only, not data from your floor.

AI model providers

What AI providers receive

The text of your SOPs, for Forge to parse, and the single critical-step image, with faces already blurred on the device, for verification. Nothing else.

Where AI processing happens

In the United States. Data sent for AI processing leaves Canada.

Training on your data

OpenAI and Anthropic do not use data sent through their APIs to train their models by default, under their standard API terms.

OpenAI: retention

Up to 30 days in OpenAI's abuse monitoring logs, under its standard API terms.

Anthropic: retention

Available on request

COMPLIANCE ROADMAP

01

SOC 2

PLANNED Type I planned for Q4 2027. We complete security questionnaires today.

02

Independent penetration test

PLANNED

03

Data processing agreement (DPA)

IN PREPARATION Contact security@skillreality.com.

REPORT A VULNERABILITY

Email security@skillreality.com with what you found and the steps to reproduce it. We read every report and reply.

Please give us reasonable time to fix an issue before you disclose it, and do not access data that is not yours or disrupt the service while testing. Our contact details are also in security.txt.