# AI security and privacy at KnowledgeOwl

Last modified on 08/25/2026 1:03 pm EDT

KnowledgeOwl offers several AI-powered features designed to enhance your authoring and reader experiences while keeping your data private and secure. This page outlines how our AI features work, what data is used, and how we protect your information.

## AI features overview

KnowledgeOwl's AI features include:

- **Owl Intelligence:** Use Owl Intelligence to generate article drafts and meta descriptions from article titles or content, or use it to evaluate article content against your defined style guide. Refer to Owl Intelligence for more information.
- **AI chatbot:** Use the AI chatbot to give your readers conversational access to your published knowledge base content. Refer to AI chatbot for more information.
- **Semantic search:** Improve search accuracy using this vector-based similarity matching rather than simple keyword search. Semantic search is required for the AI chatbot to work.

## AI features control

All of our AI features are optional, so you can control which features you use and how they're used.

Control Owl Intelligence settings at both the account and author level. Control semantic search and the AI chatbot settings at the knowledge base level.

## How we protect your data

Here are the ways we protect your data when you use our AI features:

- **No training on your data.** Data from your account is never used to train AI models.
- **Data retention and use.** KnowledgeOwl uses AWS Bedrock to securely process any information used for AI-generated content. Data is accessed only when you use an AI feature that requires it, and the AI models never store it or use it for training. If you enable the AI chatbot, KnowledgeOwl records each reader question so that you can review it. Refer to AI chatbot reporting for more information.
- **Secure connections.** All data transmitted to and from AI services is encrypted in transit using HTTPS/TLS.
- **Hosting.** KnowledgeOwl is hosted on Amazon Web Services (AWS) in the United States. AI requests are routed securely through our servers.
- **Access control.** AI processing only occurs when it's enabled for your account or knowledge base and is

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.

handled securely by authorized KnowledgeOwl systems and personnel.
- **Compliance.** KnowledgeOwl complies with GDPR, CCPA, and other relevant data protection laws. Refer to our Privacy Policy for more details.

## Third-party AI providers

KnowledgeOwl's AI features are powered by Amazon Bedrock, a fully managed AWS service that provides secure access to AI "foundation models" from various AI providers without exposing your data externally.

We use this approach for several reasons:

- Your data never leaves KnowledgeOwl's AWS secure environment.
- AI providers who've developed these AI foundation models don't receive or store your content. It all stays within KnowledgeOwl's data storage, so you don't need to worry about your private information feeding back into any of these AI providers' offerings.
- All processing complies with AWS's Data Privacy and Security Standards.

## Our AI providers

We currently use models from Anthropic and Cohere, both accessed through Amazon Bedrock.

For any prompt or artificial intelligence workflow, we choose the model which best matches the use case to balance speed, cost, and capability. We try to keep up to date with the latest model versions that are available to us.

## Questions or concerns

If you have questions about AI security or privacy, please contact us at security@knowledgeowl.com.

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.