Overview

North Highland is committed to ensuring that it is clear and up-front about how it will use Artificial Intelligence to deliver world-class service to its clients. As part of that commitment, all North Highland and client information entered into any AI tool (collectively "Inputs") will be handled in a secure and transparent manner.

Unless the client is specifically informed in writing, North Highland follows the following principles of AI use on client projects.

AI Tools

North Highland uses a proprietary AI tool (NH AIMS) that is built on Anthropic (Claude) and OpenAI (GPT) models. North Highland also uses Anthropic (Claude) and Microsoft (CoPilot) tools throughout its enterprise. NH AIMS, Claude, and CoPilot are collectively referred to as North Highland's "Enterprise AI."

Data Governance

When North Highland uses Enterprise AI to support your engagement, your data stays protected and under our control. The statements below summarize how North Highland hosts, secures, and governs data processed through Enterprise AI.

North Highland has contractually ensured that its Enterprise AI providers do not and will not 1) train any model on Inputs; 2) store any Inputs outside a short, contractual audit window; or 3) share any Inputs with third parties. Each Enterprise AI provider is a party to a Data Processing Agreement with North Highland. All Enterprise AI providers are committed to the confidentiality and privacy of customer data. Their privacy statements are linked at the end of this document.

Data Use

North Highland manages all data flowing through Enterprise AI. It is not shared with third parties, sold, or repurposed. Our agreements with the Enterprise AI providers explicitly prohibit the use of Inputs to train their models. Each Enterprise AI vendor retains prompt and response logs for 30 days, strictly for abuse detection and legal compliance, after which Inputs are deleted.

Data Ownership and Intellectual Property

The client retains ownership of their data in accordance with the terms of the agreements between North Highland and its clients. Likewise, North Highland has contractually ensured that all Intellectual Property rights in Outputs are preserved and subject to the contractual agreements between it and its clients.

Hosting

All data processed through NH AIMS is stored in Microsoft Azure, US-East region.

Anthropic (Claude Enterprise) uses a multi-tenant architecture for serving responses from our inference model to customer-provided prompts. All customer data is logically separated to protect its confidentiality and integrity.

Encryption

Data at rest is encrypted using AES-256. Data in transit is protected with TLS 1.2 or higher.

Privacy and Regulatory Compliance

North Highland and its Enterprise AI providers comply with all applicable data privacy laws and regulations.

When a client engagement involves regulated data, jurisdiction-specific requirements, or industry-specific controls, our team works with the client to confirm the right safeguards are in place before any AI tool is introduced into the work.

Vendor terms of service

The underlying commercial terms governing model use are publicly available:

- Anthropic Commercial Terms — https://www.anthropic.com/legal/commercial-terms
- Anthropic Data Processing Addendum — https://www.anthropic.com/legal/data-processing-addendum
- OpenAI Terms of Use — https://openai.com/policies/terms-of-use/
- Anthropic Trust Center -- https://trust.anthropic.com/
- Co-Pilot -- https://learn.microsoft.com/en-us/microsoft-365/copilot/enterprise-data-protection