

User Agreements

- Alexa Terms of Use - “Alexa may be stored on servers outside which you live, and that interaction data is stored in a cloud.”
- If a user resides in the U.S. their data may be stored inside or outside of the states, same goes for users residing outside of the U.S
- Could affect criminal situations in which data may be requested by the government.
- “Release accounts and other personal information when we believe release is appropriate to comply with the law; enforce or apply our Conditions of Use and other agreements”.

Amazon Employees Reviewing Private Data

- The group of employees were granted access to customers voice commands, after a wake word was spoken, which had coordinates attached to the audio clips
- “The team auditing Alexa commands has had access to location data and, in some cases, can find a customer’s home address.”
- Recordings include the customer’s first name, account number, and code of the specific device
- The company stated that the usage of employee’s reviewing audio clips is solely for the purpose of bettering Alexa technology