

FAQ: Generative AI data sharing, privacy and protection methods

This document outlines Quest Software's generative AI data handling practices across the Toad® product suite (Toad for Oracle, Toad Data Studio, and Toad Data Point) and in Foglight®.

1. What large language model Quest uses for AI?

We currently use the GPT-4 base model deployed in our Microsoft Azure environment.

2. What are the terms of use?

[Quest Software Generative AI Terms of Use](#)

[Quest Sub-processor List](#)

[MS Azure Data, privacy, and security for Azure OpenAI Service](#)

It details what information is collected during AI feature usage, data storage and security measures, and user control over feedback submission. This provides transparency into how queries and personal data are managed when using the AI-powered features in Quest Toad and Foglight software solutions.

3. What information is sent to Quest and how it's used?

Product	Feature	Type of data	Reason	Stored
Toad for Oracle	AI Explain	User's Email	Authentication & Authorization	Yes
		License Number	Authentication & Authorization	Yes
		Database Type	Generation	No*
		SQL Query Data	Generation	No*
	AI Code	NA***	NA	No
Toad Data Studio	AI Explain	User's Email	Authentication & Authorization	No
		License Number	Authentication & Authorization	Yes
		Database Type	Generation	Yes
		SQL Query Data	Generation	No*
Toad Data Point	AI Ask	User's Email	Authentication & Authorization	No*
		License Number	Authentication & Authorization	Yes
		Database Type	Generation	Yes
		Schema	Generation	No*
		User's Question	Generation	No*
Foglight	AI Alarms	User's Email	Authentication & Authorization	Yes
		License Number	Authentication & Authorization	Yes
		Alarm Information	Generation	No*
		User's query	Generation	No*

(*) Can be stored for up to 30 days only when automatic abuse filters are triggered

(**) AI Code integrates with GitHub Copilot. Refer to [FAQ privacy section](#).

If users explicitly choose to use the feedback options of AI features, then the following data is collected and submitted.

Product	Feature	Type of data	Reason	Stored
Toad for Oracle	AI Explain	User's Email	Authentication	Yes
		License Number	Feedback / Service Improvement	Yes
		SQL Query & Response Data*	Feedback / Service Improvement	Yes
		User Comment*	Feedback / Service Improvement	Yes
	AI Code	NA**	NA	No
Toad Data Studio	AI Explain	User's Email	Authentication	Yes
		License Number	Feedback / Service Improvement	Yes
		SQL Query & Response Data*	Feedback / Service Improvement	Yes
		User Comment*	Feedback / Service Improvement	Yes
Toad Data Point	AI Ask	User's Email	Authentication	Yes
		License Number	Feedback / Service Improvement	Yes
		Database Type	Feedback / Service Improvement	Yes
		Schema	Feedback / Service Improvement	Yes
		User Question	Generation	Yes
		User Comment *	Feedback / Service Improvement	Yes
Foglight	AI Alarms	User's Email	Authentication & Authorization	Yes
		License Number	Authentication & Authorization	Yes
		Alarm Information *	Feedback / Service Improvement	Yes
		Conversation turns for given alarm	Feedback / Service Improvement	Yes
		User Comment*	Feedback / Service Improvement	Yes

(*) optionally provided by user

(**) AI Code integrates with GitHub Copilot. Refer to [FAQ privacy section](#).

4. What are the data privacy and protection methods?

- **Authentication:** AI uses Quest's IDP (OIDC protocol) for authentication.
- **Data in transit:** All data is securely encrypted in transit using the TLS 1.2+ protocol.
- **Data at rest:** AI does not retain query and response data. However, if a user actively provides feedback and optionally includes diagnostic data (consisting of query, response, and user metadata), Quest retains this information. Access to this data requires authentication and specific roles. Data is encrypted at rest using 256-bit AES encryption.
- **Processing:** Location Data processing takes place in US regions within Quest's Azure environments.

About Quest Software

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow [Quest Software on X \(formerly Twitter\)](#) and [LinkedIn](#).