

# Detailed Description of Use Case - Audio Alerts

## Feedback Insights

1. **Use Case:** Guardian Audio Alerts is a real-time safety feature that listens to body-worn camera audio and notifies an agency's Real Time Crime Center when a situation may be escalating, allowing additional support to be sent to the officer if needed.

Axon is building a way for Guardian Audio Alerts to improve over time based on customer feedback. When an alert is generated, agencies can provide simple feedback (thumbs up or thumbs down) indicating whether the alert was helpful.

Axon uses this feedback—along with short transcript snippets that have been automatically stripped of identifying information—to improve how the alert system recognizes escalating situations in the future. This process allows the system to learn from real-world use while protecting officer and community privacy.

Axon does not review or store raw audio or video as part of this feedback process, and original evidence remains unchanged in Axon Evidence.

2. **Type of Agency Content (e.g. Data Accessed):** Short transcript snippets associated with Audio Alerts, along with customer feedback provided through thumbs up or thumbs down buttons. This feedback is used only to improve the alert system and **is not an evaluation of officer performance**, use of force, or decision-making.
  - a. A **thumbs up** indicates the alert was helpful or appropriate.
  - b. A **thumbs down** indicates the alert was not helpful or did not reflect the situation accurately.
3. **What is the Customer benefit?** This allows customers to benefit from a product that continuously improves based on real-world usage, delivering more accurate and reliable alerts over time. By incorporating customer feedback, Axon can quickly identify data gaps and edge cases, retrain the product on derivative transcript snippets, and deliver more accurate results that directly benefit customers.
4. **What data will Axon access?**
  - a. Axon will use the snippet existing transcript text generated from body-worn camera audio used to create the alert. It will also use the customer provided feedback (thumbs up/down). Data will only be accessed if a customer explicitly provides feedback.
  - b. This use case does **not** involve:
    - i. Raw audio
    - ii. Video footage
    - iii. Images
5. **How will Axon use your Data?** Axon uses customer feedback to improve the accuracy of Audio Alerts. When feedback is received:
  - a. Transcript snippets are automatically processed to remove names, phone numbers, locations, and other identifying information.
  - b. Axon creates new, artificial examples that are similar in structure—but not copies of—the original transcript. These examples do not represent real people or real events.
  - c. Customer feedback is used to help the system learn when an alert should or should not have been triggered.
  - d. This process allows the system to improve without using or storing identifiable customer data.
6. **What Privacy Preserving Technique will be used?** Axon uses an automated redaction and replacement process to protect privacy.
  - a. **Redaction:**

Transcript snippets are short and limited in length. An automated system identifies and removes names, phone

numbers, locations, and similar identifying details. These details are replaced with generic labels (such as “PERSON” or “LOCATION”). The original identifying information is not saved.

**b. Replacement:**

The redacted transcript is then filled with entirely fictional names or details so the system can learn from natural-sounding language without ever using real customer data.

c. At no point does Axon store or train on real names, real locations, or other identifying information.

7. **How much data and for how long?** Transcript snippets are used only during the short period needed to generate new training examples and are then deleted. Axon does not retain these transcript snippets as evidence or store them long-term.
8. **Preservation of original content & temporary copies:** Original evidence and transcripts remain unchanged in Axon Evidence. Any temporary copies created during processing are deleted within 6 hours.
9. **Can I get more information about what Axon is doing and why?** Yes. If you have questions about this use case or how your data is handled, please contact [aceip@axon.com](mailto:aceip@axon.com).
10. **Am I able to withdraw my agency from this use case and from ACEIP altogether? What will you do with my data if I withdraw after the fact?** Absolutely! If at any time you’d like to withdraw, please write us at [aceip@axon.com](mailto:aceip@axon.com). If you choose to withdraw, Axon will delete any transcript data that was extracted for this use case, while your original evidence and transcripts will remain unchanged in Axon Evidence.
11. **Do you have examples of what data Axon may or may not extract?** Axon only extracts short transcript snippets related to an Audio Alert and customer feedback (thumbs up or thumbs down). These snippets are automatically processed to remove identifying information and are never stored in their original form.

The example below shows how a short transcript snippet is transformed to protect privacy. All examples are fictional and for illustration only.

**Step 1: Original transcript snippet (not stored or used for training):** “I told you already, my name is Mark. I’m just waiting outside the store for my friend Jason to pick me up.”

**Step 2: Redacted transcript snippet (identifying information removed):** “I told you already, my name is [PERSON]. I’m just waiting outside the [LOCATION] for my friend [PERSON] to pick me up.”

**Step 3: Replaced (synthetic) transcript snippet used for model improvement:** “I told you already, my name is Alex. I’m just waiting outside the school for my friend Sam to pick me up.”