

IS ALEXA ALWAYS LISTENING? HOW TO SECURE YOUR SMART SPEAKER

IS YOUR AMAZON ECHO ALWAYS LISTENING?

Yes, but only locally
and it isn't always
recording

WHAT HAPPENS WHEN I SPEAK TO ALEXA?

When you speak to Alexa, a recording of what you asked Alexa is sent to Amazon's cloud where we process your request and other information to respond to you. For example, when you ask "Alexa, play top hits on Amazon Music" we use the recording of your request and information from Amazon Music to play top hits.

WHAT ABOUT “FALSE WAKES?”

In some cases, your Alexa-enabled device might interpret another word or sound as the wake word (for instance, the name "Alex" or someone saying "Alexa" on the radio or television). When this happens, we call that a "false wake." We have a team of world-class scientists and engineers dedicated to continually improving our wake word detection technology and preventing false wakes from happening, including through the cloud verification mechanism.

Anytime your Echo device detects the wake word, a visual or audible indicator will signal it is recording audio to stream to the cloud, and you can review and delete the voice recordings associated with your account (including any audio resulting from a false wake) in your Voice History available in the Alexa app at Settings > Alexa Privacy

CAN I REVIEW AND DELETE MY VOICE RECORDINGS?

Yes. You can review voice recordings associated with your account and delete the voice recordings one by one, by date range, by Alexa-enabled device, or all at once by visiting Settings > Alexa Privacy in the Alexa app or <https://www.amazon.com/alexaprivacysettings>. From either page, you can also choose to have your voice recordings older than 3 or 18 months deleted automatically.

HOW ARE MY VOICE RECORDINGS USED?

Alexa uses your voice recordings and other information, including from third-party services, to answer your questions, fulfill your requests, and improve your experience and our services. We associate your requests with your Amazon account to allow you to review your voice recordings, access other Amazon services and to provide you with a more personalized experience.

CAN OTHER USERS ON MY ECHO ACCOUNT SEE WHAT I'M SAYING TO ALEXA?

Yes. Everything you ask Alexa is saved in the Alexa app as transcripts and voice memos. So if you share the app with others, they'll be able to see every command you've given Alexa. If you're worried about someone seeing what you've said -- for example, if you told Alexa to buy a gift -- then delete the transcripts immediately.

**Tuesday,
August 27**

WESTWOOD
AccuWeather.com



Morning

82°



Afternoon

82°



Evening

72°



"Alexa, remind me to do



Home



Communicate



Play



Devices

Add Device

Lists

Reminders & Alarms

Contacts

Routines

Things to Try

Skills & Games

Activity

Help & Feedback

Settings



Evening

72°



o do



Devices

Alexa Account

Device Settings

Notifications

Your Locations

Alexa Privacy

ALEXA PREFERENCES

Communication

Music

TV & Video



Home



Communicate

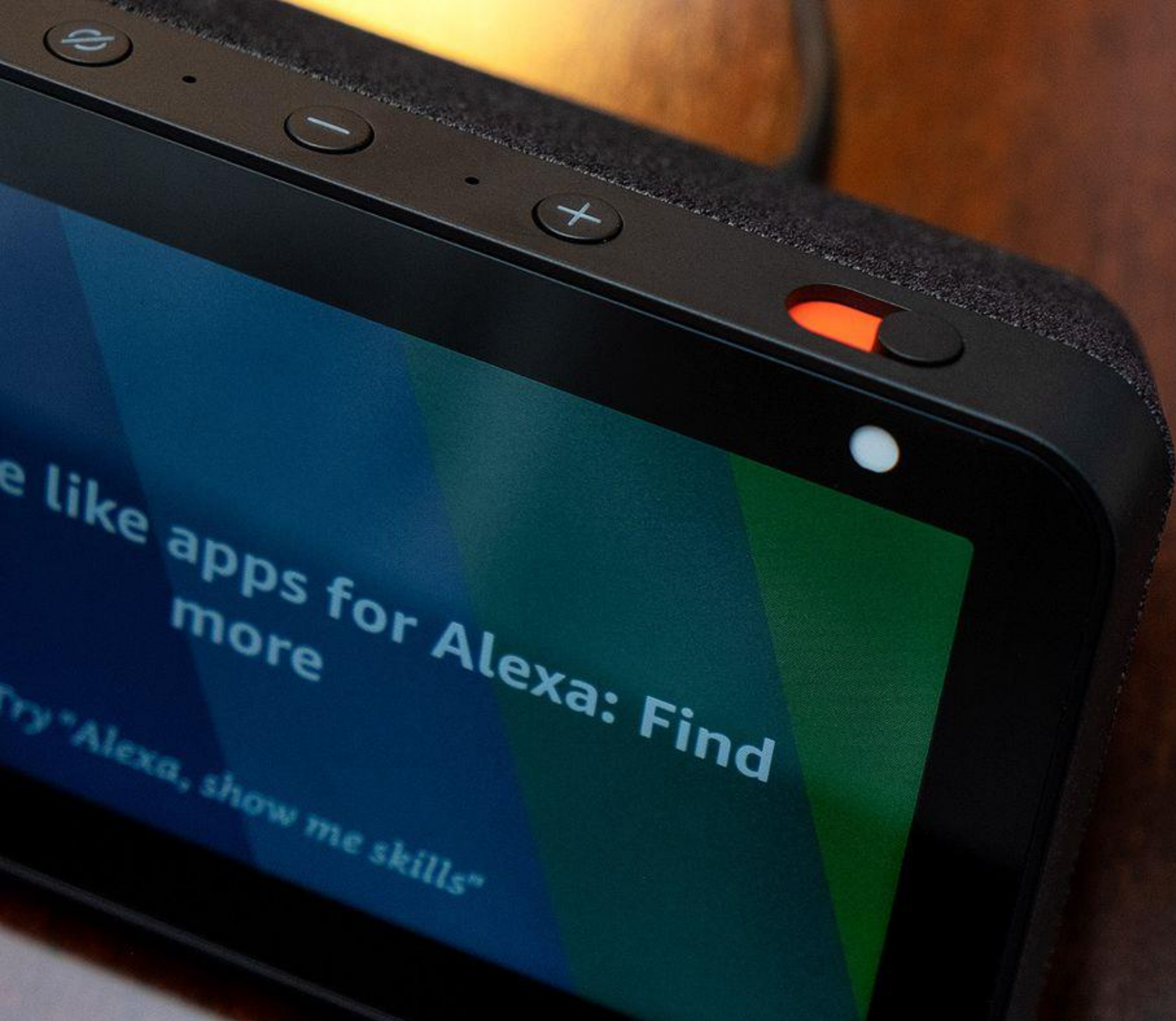


Play



Devices





e like apps for Alexa: Find
more

Try "Alexa, show me skills"

GOOGLE ASSISTANT PRIVACY SETTINGS

How to delete Google voice recordings one at a time

- Go to your Google Account
- Choose Data and personalization from the panel on the left.
- Choose Voice and Audio Activity under Activity Controls
- Click Manage Activity, where you'll see your voice commands by date
- Click on the three-dot hamburger menu and then Delete

How to delete all Google voice recordings

- Follow steps 1 to 4 above. At step 5, choose "Delete Activity by" instead.
- Under "Delete by date" click on the down arrow to choose the "All Time" option
- At the bottom, choose Delete.