# Questions about SourceLace

From the SourceLace manual: How the questions people ask about SourceLace itself help the FAQ grow, what is kept, and how your organization switches it off.

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# Questions about SourceLace

How the questions people ask about SourceLace itself help the FAQ grow, what is kept, and how your organization switches it off.

SourceLace is the AI-native agentic platform for enterprise systems: one agent across all your systems, working with the agents you already have. This page is for the people who run business systems, run operations, or approve tools for security: it says what SourceLace learns from the questions people ask about SourceLace itself, and how to switch that off.

## What is kept

When someone searches this manual, or asks the SourceLace app's assistant or their own AI app a question about SourceLace itself (how to set something up, what a setting does), SourceLace may keep that question to find out what the FAQ is missing. Questions about your business data are not part of it.

- Before a question is kept, email addresses, phone numbers, card and account numbers, names where they can be recognized, keys, passwords and other secrets are masked. A question that still looks like it holds a secret is not kept at all.
- A kept question has no name, email address, organization, IP address or browser details with it: only the masked words, when it was asked (to the hour) and where (the manual, the app's assistant or an AI app).
- Similar questions are counted together. A SourceLace person reads each new answer and approves it before it is published in the FAQ, and answers only use what this manual already says.

## How long questions are kept

Masked questions are deleted after 90 days, or sooner. The counts of how often a kind of question was asked are kept, without the questions.

## Switch it off for your organization

Admins can stop their organization's questions from being kept: in the SourceLace app, open **Chat defaults**, then the **Questions about SourceLace** tab, and choose **Don't share**. It applies at once, to the app's assistant and to AI apps connected to SourceLace. Searches on this public manual are always anonymous and are not linked to any organization.