

PRIVACY & DATA HANDLING

The Hot Seat

How Globe-America Consulting, Inc. handles your data when you use The Hot Seat — the CMMC assessment-interview simulator.

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Owner Globe-America Consulting, Inc. · SDVOSB

1. Purpose of This Document

This document explains what data **The Hot Seat** collects, where that data goes, and what Globe-America Consulting, Inc. (“Globe-America,” “we,” “our”) does and does not do with it. We publish it because our customers are Defense Industrial Base contractors and CMMC advisors whose own programs depend on rigorous data discipline. You deserve the same discipline from a tool you put in front of your team.

The Hot Seat is a **rehearsal tool**. It is not an assessment platform, not a system of record, and not a CUI repository. It exists so that the first time your team answers a C3PAO question out loud is not in the actual assessment.

2. What You Should NEVER Enter Into The Hot Seat

RULE OF THUMB

Practice the **format and approach** of an answer, not the evidence behind it. Treat the answer box like a notepad of bullet points an interviewer wants to hear — not a place to paste your actual security plan.

Specifically, do not enter:

- Actual Controlled Unclassified Information (CUI) of any kind.
- Classified information of any kind, period.
- Specific configurations that could aid an attacker — encryption key material, FIPS module serial numbers, internal IP ranges, firewall rule sets, exact patch lag windows, or vulnerability findings tied to a real system.
- Names of cleared personnel, contract numbers, CAGE codes tied to a specific program, or other identifiers that connect a real person or program to a real control gap.
- Real incident details — dates, attack vectors, affected systems — from incidents that are still under investigation or otherwise non-public.

An effective rehearsal answer is the same answer you'd give a peer reviewing your approach: structured, accurate in shape, and free of specifics that would never belong in a conversation with someone outside your scope. Coach your team to that standard before their first session.

2a. Can the AI See or Record Where Our CUI Is Located?

This is the most common question security-minded teams ask, and the answer is straightforward: **no**. The Hot Seat has no ability to see, scan, discover, or record where your CUI lives, because it never connects to your systems, your network, or your environment in any way.

THE SHORT ANSWER

The Hot Seat is a conversation-based rehearsal tool, not a scanning or discovery tool. It asks interview questions and scores the answers your people type or speak. It installs no agent, reads no files, touches no network, and has no visibility into your infrastructure. It is closer to a flight simulator than to a vulnerability scanner.

Because the misunderstanding usually comes from hearing “AI” and “CMMC” together and picturing a tool that crawls your environment, it is worth being precise about the boundary:

- **No system access.** The Hot Seat is never granted access to your systems and never requests it. There is no installed agent, no network connector, no file-share integration, and no scan of any kind. The tool runs entirely in your browser and our scoring service; it has no path to your environment.
- **No discovery capability.** The tool cannot independently learn where your CUI is stored, how your network is segmented, or what your configurations are. It has no mechanism to find that information, because it never connects to anything on your side to look.
- **The only data the tool sees is what your people type or say.** The single way CUI-adjacent detail could enter the tool is if a user chooses to type or speak it into an answer. That is a user-practice consideration, not a capability of the tool — and it is exactly why Section 2 instructs your team to rehearse the shape of an answer, never the live evidence behind it.

In short: the tool has no independent ability to discover where your CUI is, and the only information it ever processes is the rehearsal-answer text a user deliberately provides. When that text is scored, it is handled exactly as described in Sections 4 and 5 — the question, the answer text, and the assessment objective are sent to Anthropic for scoring, with no identity and no account context, and Anthropic does not train on it. If your team follows the Section 2 rule of thumb, no CUI is in that text to begin with.

3. What Data The Hot Seat Collects

When you create an account and use the tool, we store:

- **Account identifiers.** Your email address (used for the sign-in link), your plan, and entitlement metadata such as seats, session caps, and renewal dates.

- **Authentication state.** A session cookie set by the magic-link sign-in. We do not store passwords; The Hot Seat is passwordless.
- **Your answers, as text.** Whether you typed them or spoke them, the text of your answer is sent to our scoring service so the AI assessor can score them. Audio is never stored — the browser converts it to text before anything leaves your machine.
- **Session metadata.** The role you selected, the questions asked, the AI's scoring result, and timestamps. This powers your exportable debriefs and the session-count metering tied to your plan.
- **Usage log.** A row each time someone in your account starts a session, for billing reconciliation, fairness enforcement, and capacity planning.
- **Local browser state.** A small preference flag (Type-mode on/off) saved in your browser's localStorage. No personal data lives there.

4. Third-Party Services Your Data Touches

The Hot Seat is hosted by DreamHost (United States), and it relies on a small number of third-party services to function. Here is the complete list and the role each plays:

Service	Role	What it sees
Anthropic (Claude API)	AI scoring of answers	Text of the question, your typed/transcribed answer, and the assessment objective being scored. No identity, no account context.
Browser speech recognition (Chrome → Google; Edge → Microsoft)	Converts your spoken voice to text	Streamed audio of your spoken answer. Happens inside your browser — not via Globe-America.
MailerSend	Transactional email	Your email address, plus the sign-in link or notification. No answer content.
Stripe	Payment processing	Your billing details (card, name, address). Globe-America never sees your card number.
DreamHost	Hosting infrastructure	Encrypted-at-rest copies of your account and session data.

Each vendor is bound by its own terms and privacy commitments. The next two sections cover the two that warrant a direct, plain disclosure: Anthropic (because it sees your answer text) and browser speech recognition (because almost nobody discloses what it actually does).

4a. Team Plans: Debrief Routing to Your Admin

On Team Pass and Team Plus plans, each teammate's completed session debrief is automatically emailed to the team admin (the person who purchased the plan). This is how the team plans are designed to work — the entire value of a team plan over a solo plan is the admin's ability to spot inconsistencies in how different teammates describe the same control before the actual CMMC assessment. Different

teammates telling different stories about the same control is the #1 reason assessments fail.

What is sent in the email: the teammate's email address, the role they practiced in (sysadmin, ISSO, helpdesk, HR, or executive), the session date, the overall score and verdict, a top-coaching note, and a per-question summary table containing the control reference, an excerpt of the question, coverage and confidence scores, and any flagged issues (such as hedging or SSP contradictions).

What is NOT sent: the teammate's literal answer text is not included in the email body. Only the AI-generated assessment of those answers (scores, flags, coaching) is transmitted. The literal answer text remains in the teammate's own browser.

How it is transmitted: the email is sent via MailerSend (see Section 4) and delivered to the admin's inbox. Globe-America does not retain a copy of the email content on its servers after transmission. A short audit record (date, plan, and the fact that an email was sent — no content) is kept in the usage log for billing reconciliation.

Transparency to teammates: every teammate on a Team Pass or Team Plus plan is informed of this routing at three moments: (1) in the sign-in email they receive after claiming their seat, (2) on the setup screen before they begin any session, and (3) in this Privacy and Data Handling document. Teammates who are uncomfortable with this routing should not enter rehearsal content they would not share with their team admin — which is, after all, the audience their answers are being practiced for.

Plans this applies to: Team Pass and Team Plus only. Solo Prep, Practitioner, Firm, and Enterprise plans do not route debriefs to anyone — on those plans, your rehearsal stays on your own browser.

5. About Anthropic and Claude

The AI assessor in The Hot Seat is powered by Anthropic's Claude model, accessed via the Anthropic API. When you submit an answer, the question, your answer text, and the assessment objective being scored are sent to Anthropic. Anthropic returns a score and feedback, which we render back to you. Anthropic's API operates under the following publicly-stated commitments:

- **No training on customer API data.** Inputs and outputs are not used to train Anthropic's models. This is the default and is contractually committed in the Anthropic Commercial Terms.
- **Limited retention.** Inputs and outputs are retained for a short period for abuse monitoring and operational reasons. Enterprise customers can negotiate zero-retention. Globe-America uses standard retention; we will support customers with stricter requirements via Enterprise plans.
- **Independent attestations.** Anthropic maintains SOC 2 Type II and other audited security postures. References are listed at anthropic.com/trust.

If your organization's policy prohibits any third-party AI service from processing rehearsal text, The Hot Seat is not the right tool for you. We don't offer an "AI off" mode because The Hot Seat's entire value — substantive assessment-grade scoring — depends on the AI. We'd rather be honest about that than ship a degraded product under the same brand.

6. Voice Input: What Actually Happens

DISCLOSURE

When you use voice input in The Hot Seat, your browser streams your spoken audio to its vendor's cloud speech service — Google for Chrome, Microsoft for Edge. This is a browser feature, not a Globe-America service. Globe-America does not see, store, or process the audio; we only receive the resulting text.

Most products that use browser dictation do not disclose this. We do, because for our audience it's a material fact. Two practical consequences:

- **Restricted networks may block voice.** If your environment blocks outbound traffic to Google or Microsoft's speech endpoints, voice will fail. Use the Type answers toggle on the setup screen — scoring is identical either way.
- **If your policy forbids cloud speech-to-text, do not enable voice.** Type-mode keeps audio entirely off the network. The browser dictation path is not a Globe-America design choice; we are routed through it because the browser owns the microphone.

7. What Globe-America Does Not Do With Your Data

- We do not sell your data, ever. There is no advertising or analytics-broker pathway.
- We do not train any AI model on your answers.
- We do not run third-party trackers, ad pixels, or marketing analytics on our application domain. The marketing site may include privacy-respecting analytics — see Section 11.
- We do not access individual users' answers as a routine matter. Aggregate usage logs are reviewed for billing, fairness, and product improvement; specific answer content is accessed only with your explicit consent (for example, to debug an issue you report). On Team Pass and Team Plus plans, AI-generated debrief summaries are routed by automated email to the team admin (see Section 4a); this routing is a feature of the team plans, not Globe-America accessing the data.
- We do not share user data between customer accounts. Each organization's data is logically isolated.

8. Your Rights and Controls

- **Export.** You can export your session debriefs from inside the tool. Email support@globe-america.com for a complete account export.
- **Deletion.** Cancel your subscription or email support@globe-america.com to request deletion of your account and associated data. We will confirm completion within 30 days.
- **Correction.** Contact support to correct any account information.
- **Withdraw consent.** Cancel your subscription at any time; provisioning will continue through the end of the period you've paid for.

9. Data Retention

- Account data is retained for the duration of your active subscription and for 12 months after cancellation, then deleted on a quarterly purge cycle. Earlier deletion is available on request.
- Session debriefs are retained for the life of your account and are exportable at any time.
- Usage logs (event timestamps, no answer content) are retained indefinitely in aggregate for billing reconciliation and capacity planning.
- Backups are encrypted and rotated. Deleted data persists in backups until the next rotation cycle, at which point it is fully removed.
- Team-plan debrief emails (Team Pass and Team Plus — see Section 4a) are not retained by Globe-America after transmission. The admin's inbox is the system of record for those emails; retention there is governed by the admin's own email retention policies.

10. Security Practices

The Hot Seat runs on managed infrastructure with the following safeguards:

- TLS for all traffic between your browser and Globe-America.
- Server-side secrets (API keys, webhook signing keys) stored outside the web root with restricted file permissions.
- Stripe webhook signatures verified on every request; idempotency enforced to prevent replay.
- Passwordless authentication; sign-in links expire after 30 minutes.
- Session caps and atomic counter increments to prevent abuse of subscription usage.

No system is invulnerable. If you believe you've discovered a vulnerability, email support@globe-america.com with details. We commit to a good-faith response within five business days.

11. Marketing Site, Cookies, and Analytics

The marketing site at globe-america.com and the application at hotseat.globe-america.com use only the cookies necessary to operate the service: specifically, an authentication session cookie after sign-in. We do not deploy advertising cookies, retargeting pixels, or cross-site trackers.

12. Changes to This Document

We may update this document. Material changes will be communicated to active subscribers by email. The current version date is shown at the top of the document and at the bottom of every page.

13. How to Reach Us

Email: support@globe-america.com

Company: Globe-America Consulting, Inc. — an SDVOSB based in Dallas-Fort Worth, Texas

For procurement and contract conversations: use the booking link on globe-america.com.

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