Makers of the ILA
Instant Language Assistant

TRANSLATELIVE

Security Overview

Overview

ILA was built with the highest level of security to serve the organizations that need it most, such as the Department of Homeland Security, world-renowned medical institutions, law organizations, first responders, and state and local governments. The product is specifically designed to meet the most stringent security requirements to ensure that transmitted data is secure and that no data is saved anywhere. It's HIPAA-compliant and manufactured in a TAA-compliant country.

Conversation Data

No conversation data is saved anywhere. As text appears, it is not stored on the device or in a cloud. When the session ends, the text is discarded and no longer exists anywhere. Even if subpoenaed, it cannot be retrieved because TranslateLive doesn't save any conversations anywhere. We also pay our engine providers top-tier pricing so that the data isn't even saved to train their engines.

Logged Data

Tobetter serve each customer, anonymous interaction detail records are saved for every conversation. This includes which languages were used, the device name and number, and conversation start and stop times.

ILA Secure Could Service

The ILA Pro uses two tablets to enable 2-way communication. Each side of the ILA device connects independently to the cloud. The conversation flows from each tablet to the cloud, then back to the other tablet.
All conversations are encrypted in transit using TLSX or later.
All communication between devices and the cloud is fully encrypted using HTTPS/TLS 1.3 with minimum SHA256 bit encryption making it fully HIPAA compliant.

Required Bandwidth

For AI use onlyILArequires less than 64 kbps
For Spoken Language VRI via audio 64 kbps is needed For VRI
via video (Sign Language) 384 kbps is recommended

Security Reviews

The ILAApp and ILA Cloud Service have passed several security reviews conducted by major organizations that require the strictest security measures.
SSL Server Test Rating = A+
TranslateLive currently has ISO 27001, GDPR and SOC II Certification.
Details regarding our certifications can be found at https://translate-live.trust.site/
Code Reviews, Network Diagrams, Penetration Testing Results, and Risk Reviews can be provided upon request of a formal security assessment.

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Firewall Ports
When using the ILA for AI translation and transcription it only uses:
Port: 443
To Domain: 123ila.com
IP Address: 104.198.231.37 and 52.228.222.1

If connecting to a live interpreter from the device, you must open the follow ports outbound to:
Domain: www.ilavri.com (IP Address 34.72.63.84)
STUN: 13478-13479 UDP and TCP
WebRTC Web Socket: 8443 TCP
HTTP and HTTPS: 80, 443 TCP
RTP: 16384-17384 UDP
If you need any additional info please contact support@translatelive.com.

Cloud vs On-Premises
TranslateLive provides a secure cloud service for the ILA. However, if your organization doesn't want to use this cloud service, the ILA Server and apps can be licensed and set up on your organization's cloud, where TranslateLive has no access to any part of the system.

Mobile Device Management (MDM)
MDMsoftware allows ITadministratorsto control, secure, and enforce policies on devices such as smartphones, tablets, and other endpoints.

As of April 2024, TranslateLive puts our MDM on all devices before shipment. (Previously this was added only by request) This will automatically put each ILA Pro device into Kiosk Mode once powered on. This will limit user control to the most basic functions, allowing only the ILA Software to be opened. Users will also have limited control over settings, with access to only Wi-Fi and Bluetooth controls. Everything else is locked down, ensuring the maximum security level.

If you need MDM provider domain/IP to whitelist to allow updates please contact us at support@translatelive.com.

If needing to discuss options to install your own MDM please reach out to your salesperson.

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Contact Us Today!