

PII Redaction

Secure Your Sensitive Data with
Automated PII Redaction at Scale

Remove personal data from user content — across Indian and English languages — with real-time testing, easy API integration, and complete control with PII Redaction.

The Challenge

- Chats, support tickets, reviews, and documents often contain personal data—but detecting and removing it, especially across Indian languages, is difficult.
- Most redaction tools aren't designed for Indian languages or mixed-language inputs, leading to missed or inconsistent results.
- Reviewing and redacting this data by hand slows down teams and introduces risk.
- Many solutions don't offer APIs, previews, or full control—making it hard for developers to integrate or scale confidently.



The JioCloud Solution

JioCloud PII Redaction Service helps you detect and mask sensitive information across multiple languages — automatically and accurately.

It works on real-world content, whether formal or informal, structured or free flowing. You can test redaction on your own inputs before going live, plug it into your systems through secure APIs, and manage everything yourself through a clean, self-service dashboard. It's built to make privacy protection simple, reliable, and scalable — right out of the box.

Key Features

- **Entity-wise detection and redaction**
Auto redacts person names, phone numbers, emails, addresses, organisations, currency amounts, dates, and more.
- **Multilingual capability**
Supports Hindi, Tamil, Bengali, Telugu, Kannada, Marathi, and English, including code-mixed and informal expressions.
- **Works with unstructured text**
Handles freeform inputs, like chats, emails, reviews, notes, and semi-structured content.
- **Real-time playground**
Test redaction live before deploying — validate how PII is masked across use cases.
- **Plug-and-play APIs**
RESTful integration with chatbots, support systems, CRMs, moderation tools, and more.
- **Self-service operations**
Provision, monitor, and manage services from a centralised dashboard — no support tickets needed.
- **Flexible, usage-based pricing**
Pay as you go based on volume processed. Set credit thresholds and track usage in real time.

What You Gain

- Auto detect and redact PII across Indian and English language content.
- Reduce manual redaction effort and avoid costly human error.
- Ensure DPDP and GDPR compliance across feedback, chat, and document workflows.
- Protect user identity in public-facing content like reviews or forums.
- Test before deploying with live redaction previews.
- Scale securely with transparent billing and full lifecycle control.



Use Cases in Action

Banking and financial services

Auto redact PII from loan applications, emails, and support tickets written in regional languages or informal scripts — ensuring compliance without slowing down operations.

Customer support and chatbots

Protect user data in real time by masking names, contact details, and order information before storing or analysing multilingual chat logs.

eCommerce feedback sanitisation

Scan customer reviews, product questions, or seller feedback for personal data — and redact it before publishing, to prevent accidental exposure.

Healthcare and insurance

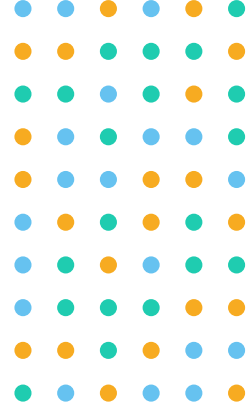
Anonymise patient details in prescriptions, lab reports, and claims for secure sharing across departments or partners — without compromising compliance.

Ideal for

- Financial institutions and contact centers
- eCommerce platforms and marketplaces
- Healthcare providers and insurers
- Moderation teams and chat platform owners
- Public data portals and regulatory systems

Why JioCloud

- **Designed for Indian use cases**
Goes beyond English, detects PII in regional languages, informal input, and code-mixed text.
- **Live preview before deployment**
Use the Playground to test redaction performance on real inputs.
- **Developer-first API access**
REST APIs are simple to integrate and optimised for high-volume throughput.
- **Self-managed lifecycle**
Spin up, scale, pause, or delete services, without waiting on support.
- **Transparent, scalable billing**
Track usage by text volume. Control cost through credits, thresholds, and alerts



Start Redacting Smarter with JioCloud

Reach us at jpl.cloudsales@ril.com or visit our (website) to get started with JioCloud PII Redaction Service.

