

Clearing the air: Microsoft 365 Copilot myths debunked

Our experts set
the record straight

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Intro

There's no question AI is already part of our daily lives, and with products like M365 Copilot, it's already proved its game-changing capabilities.

But is your customers adoption of AI clouded by misconceptions, myths and concerns?

You might be hit with complex questions like "Is M365 Copilot secure?", "Can I trust AI with my data?" and "What are the risks?".

That's where we come in. Our M365 Copilot experts are here to clear the air by giving you the

facts, resources and tools to confidently answer your customers, showcasing the true benefits of M365 Copilot and positioning you as the AI expert.

Have a flick through this handy eBook we've created for you, designed to myth-bust the most common misconceptions about M365 Copilot.



Does M365 Copilot use my prompts, questions and responses to train the AI Large Language model?

Your data is protected in accordance with Microsoft 365's privacy, security and compliance commitments.

Microsoft 365 Copilot accesses content and context through Microsoft Graph. This includes data such as user documents, emails, calendar events, chats, meetings, and contacts. However, it only surfaces organisational data to which individual users have at least view permissions, when prompted.

Your prompts and responses stay within your M365 tenant, ensuring your privacy and organisations data is protected. So, you don't have to worry if you share specific details about a client's project interaction - it won't be stored or used to improve the model's future performance.

Similarly, if you ask for advice on handling a client's feedback, that conversation remains private and isn't utilised for training purposes.

You can access your saved prompts on the M365 Copilot Prompt Library for your use, but the prompts are not used to train the underlying Large Language Model (LLM). This means all your data, including prompts and responses, is treated with the same high standards of security and privacy as your emails.

[Source: Data, Privacy, and Security for Microsoft 365 Copilot | Microsoft Learn](#)



Should I be worried about M365 Copilot compromising my data privacy?

Microsoft is dedicated to responsible AI, adhering to principles and standards that ensure ethical use of AI technology

M365 Copilot includes multiple layers of security, such as blocking harmful content, detecting protected material, and preventing prompt injection attacks.

M365 Copilot uses robust authentication and authorisation processes to ensure only authorised users can access sensitive data, helping prevent data leaks and unauthorised access.

[Source: Data, Privacy, and Security for Microsoft 365 Copilot | Microsoft Learn](#)

How can I trust M365 Copilot is secure and my data is not at risk?

M365 Copilot is designed with advanced security protocols, including authentication, authorisation, and data access controls.

Microsoft consistently updates security measures to protect M365 Copilot from threats. M365 Copilot complies with privacy, security, and compliance standards, such as GDPR and EU Data Boundary, leveraging Microsoft's cybersecurity expertise and infrastructure for a secure environment.

M365 Copilot incorporates Microsoft's Zero Trust principles by design, which are essential for ensuring a high level of security across all interactions. Every access request is authenticated, authorised, and encrypted, regardless of its origin or endpoint, helping mitigate risks associated with hacking and cyber threats.

[Source: Data, Privacy, and Security for Microsoft 365 Copilot | Microsoft Learn](#)

[Enterprise data protection in Microsoft 365 Copilot and Microsoft 365 Copilot Chat | Microsoft Learn](#)

[How do I apply Zero Trust principles to Microsoft 365 Copilot? | Microsoft Learn](#)



Does M365 Copilot understand data classification within my organisation?

M365 Copilot uses advanced AI models trained on extensive data to accurately classify information.

M365 Copilot is continuously updated and refined based on new data and user feedback, ensuring its ongoing accuracy. Copilot understands the context of information, making sure it precisely classifies data based on the relevance and meaning of information – pretty smart, eh?

M365 Copilot is also integrated within the Microsoft 365 ecosystem, meaning data classification aligns with the established standards and practices for accuracy.

[Source: How does Microsoft 365 Copilot work? | Microsoft Learn](#)

Should I be worried M365 Copilot doesn't understand permissions and levels of access?

M365 Copilot allows for granular permission settings, enabling precise control over who can access and edit data.

M365 Copilot follows Microsoft Entra ID permissions, maintaining the same access controls as other Microsoft 365 services. Role-based access control (RBAC) ensures only authorised users access certain data and functions. Microsoft continuously monitors and audits these access permissions ensuring they remain appropriate and secure.

M365 Copilot also adheres to industry standards and regulations for data access and security,

ensuring compliance and protection.

Microsoft is dedicated to the ethical deployment of AI technology, adhering to established principles and standards to ensure responsible usage. For example, salary details remain confidential. If a user asks for their manager's salary, M365 Copilot will politely deny access, explaining such information is restricted to authorised personnel only. This approach helps maintain privacy and trust.

[Source: How does Microsoft 365 Copilot work? | Microsoft Learn](#)



Isn't M365 Copilot just like other AI chat bots?

They may share similarities, but M365 Copilot is designed for specific purposes and distinct functionalities.

While other AI Chat Bots are useful, M365 Copilot is designed to enhance productivity within the M365 ecosystem. It can automate repetitive tasks and leverages the context of documents, emails and data to give you tailored and precise responses, making it a powerful tool to you and your customers.

M365 Copilot is deeply integrated into Microsoft 365 applications and the Microsoft Graph, allowing it to provide contextual assistance and

enhance your productivity directly within tools, such as Word, Excel and Teams.

While Microsoft partners with OpenAI to utilise their LLMs, Microsoft are provided a private version which goes through a rigorous review process before being introduced to M365 Copilot. Maintaining the security foundation that M365 offers to businesses and users.

[Source: Copilot Compared to Other AI Tools | Microsoft Copilot](#)



We understand when it comes to AI, addressing your customers challenging questions can be daunting.

We're your dedicated partner in a cloud-first world, committed to empowering your business with unparalleled channel support, giving you confidence when working with your customers.

Our Microsoft Practice Specialists work as an extension of your team. We keep you informed with the latest on Microsoft's AI roadmap, market insights, and competitor analysis. Supporting every step of your journey, offering exclusive assistance with presales, marketing, training, sales initiatives, enablement, partnership programs

and accreditations, all backed by our close connections with Microsoft. And it's not just AI, we have a team of specialists dedicated to each key Microsoft workload, Modern Workplace & AI, Azure, Security, and Teams Phone.

We're not just a Microsoft provider; we're a partner who simplifies your operations, accelerates your growth and makes complexity manageable.

Want to learn more? Reach out to our Modern Work Practice at modernworkpractice@giacom.com