



IIElevenLabs

Service Definition Document

AI Dubbing

G-Cloud 15 – Lot 2b: Cloud Software

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1. Service Overview

The ElevenLabs AI Dubbing service is a managed, cloud-based solution for localising video and audio content across multiple languages while preserving the original speaker's voice characteristics, timing, and delivery.

The service enables public sector organisations to translate and adapt recorded content—such as public information videos, training materials, and educational media—into over 29 supported languages, while maintaining consistency of tone, identity, and intent. This supports inclusive and accessible communication across linguistically diverse audiences.

The service is delivered as a software-as-a-service (SaaS) platform. Customers upload media through a web-based interface or APIs and receive dubbed audio or fully synchronised video outputs without managing underlying infrastructure, language models, or audio processing pipelines.

Localisation workflows are managed through the ElevenLabs Dubbing Studio, a browser-based environment that allows users to review, adjust, and regenerate translations and audio outputs prior to export.

2. Core Speech Synthesis Architecture

The AI Dubbing service coordinates several core components to deliver end-to-end media localisation:

Speech Analysis and Transcription

Uploaded audio or video content is analysed to identify speech segments and speakers. Speech is transcribed into text to support translation and timing alignment.

Translation and Script Generation

Transcribed content is translated into the target language(s). Generated scripts are aligned with the original structure and pacing of the source media to support natural synchronisation.

Voice Preservation and Speech Synthesis

Translated scripts are synthesised into speech using ElevenLabs' voice models. Where enabled, voice preservation techniques are applied to retain key characteristics of the original speaker, such as timbre, pacing, and expressive qualities, while rendering speech in the target language.

Timing and Synchronisation

The service aligns dubbed audio with the original media timeline. This includes adjustment of speech duration and segment timing to maintain coherence with the source video or audio.

These components are orchestrated as part of a managed pipeline to produce dubbed outputs suitable for publication, distribution, or further editing.

3. Key Capabilities

3.1 Voice Preservation and Speaker Handling

The service supports voice preservation for recorded content, allowing dubbed speech to reflect the identity and delivery of the original speaker across languages. For media containing multiple speakers, the platform can detect and separate speakers and apply distinct voices to each, supporting clarity and continuity in multi-speaker recordings.

3.2 Language Support and Localisation

The AI Dubbing service supports localisation into more than 29 languages. Language selection and output configuration are managed at the project level, allowing the same source content to be adapted for different audiences without duplicating workflows.

3.3 Dubbing Studio and Editorial Control

The Dubbing Studio provides a visual timeline-based interface for reviewing and refining localisation outputs. Customers can:

- Edit translated text to ensure correct terminology or policy language
- Regenerate specific segments without reprocessing the entire asset
- Adjust timing and stability parameters to align with source material

This supports governance, quality assurance, and controlled publication of public-facing content.

3.4 Automation and API Access

In addition to the web-based studio, the service provides APIs for automated or batch dubbing workflows. This enables integration into existing media pipelines or content management processes, while retaining the same underlying processing and security controls.

3.5 Service Scope and Responsibility Boundaries

The AI Dubbing service provides automated localisation, voice synthesis, and synchronisation capabilities. Customers remain responsible for:

- The accuracy and suitability of source content
- Editorial approval of translated outputs
- Distribution and publication of dubbed media

The service is designed to complement existing content creation and communications processes within government organisations.

4. Onboarding, Support and Service Levels

4.1 Onboarding

The ElevenLabs Dubbing service is delivered as a managed, cloud-based SaaS offering.

Customers receive access to standard onboarding resources, including:

- Documentation describing supported workflows and formats
- Usage guides and examples

4.2 Support and After-Sales Service

Support and maintenance are provided for the duration of the Call-Off Contract.

Standard Support (Included)

Standard support is included as part of the core service offering and provides:

- Access to technical support for service-related issues and usage queries
- Email- or ticket-based support channels
- Support availability during published support hours, excluding public holidays
- Incident investigation, fault resolution, and guidance on the use of existing service functionality

Optional Enhanced Support Services

In addition to standard support, ElevenLabs offers enhanced customer success and support services, which may be procured as an optional add-on. These services are not required to use the core service and do not alter the service availability commitments or service credit remedies applicable under the Service Level Agreement. Where purchased, enhanced support services may include defined support response time targets and additional engagement channels, as described in the Pricing Document.

4.3 Service Levels and Performance

The Dubbing service is continuously monitored as part of the managed SaaS offering.

Availability commitments, where applicable, are defined in the relevant Call-Off Contract or Service Level Agreement. Availability measurements exclude scheduled maintenance and standard SLA exclusions.

Performance characteristics may vary depending on media length, format, language, and configuration.

4.4 Service Constraints

ElevenLabs AI Dubbing is delivered as a standardised, multi-tenant SaaS service.

Customers cannot obtain bespoke development or work-for-hire under this service. The service requires internet connectivity and supported clients for web or API access. Speech synthesis performance and latency may vary with configuration, model choice, input length, output format, and network conditions. Planned maintenance may occur to maintain security and stability, with disruption minimised where possible. ElevenLabs may limit or suspend

access to protect service integrity or address security risks. Customers must not submit PHI without a valid agreement, or special-category data unless permitted by applicable law.

5. Hosting, Deployment and Data Residency

5.1 Hosting Model

The service operates on a one-to-many multi-tenant SaaS model with data segregated at the application layer.

- **Cloud Provider:** The service is hosted on Google Cloud Platform (GCP) in secure data centres.
- **Infrastructure:** ElevenLabs utilises technology service suppliers to provide hosting solutions and support technology, maintaining responsibility for supplier performance.

5.2 Data Residency

ElevenLabs provides options regarding the processing location of data:

- **Standard Residency:** By default, data is processed in US-based regions.
- **EU Residency:** EU-based environments are available for buyers requiring specific residency controls. For customers requiring EU data residency, service user data is stored and processed within the European Economic Area (EEA).
- **Subprocessors:** A list of subprocessors is available via the ElevenLabs compliance portal.

6. Security & Privacy

6.1 Security Governance

ElevenLabs operates a formal information security and privacy management framework designed to protect the confidentiality, integrity, and availability of Customer Content. Security governance includes defined ownership, reporting structures, and regular review of policies and controls, which are documented, maintained and made publicly available at <https://compliance.elevenlabs.io>. All personnel are required to formally acknowledge relevant security policies as part of onboarding and on an ongoing basis.

6.2 Information Security Controls

The service is protected by technical and organisational measures covering:

- Access control and authentication
- Data protection and encryption
- Logging, monitoring, and audit
- Secure software development practices
- Change and configuration management
- Vendor and asset management
- Privacy and data protection compliance
- AI governance and risk management

Security controls are reviewed and updated to address changes in risk, regulation, and technology.

6.3 Vulnerability Management

ElevenLabs operates a vulnerability management programme to identify, assess, and remediate security risks. This includes:

- Continuous assessment of potential threats using internal and external intelligence sources
- Regular vulnerability scanning
- Independent penetration testing conducted at least annually
- Risk-based prioritisation and remediation of findings

6.4 Protective Monitoring

The service is continuously monitored to detect security events, misuse, and operational anomalies. Monitoring includes:

- Detection of unusual access patterns or behaviour
- Automated and manual alerting mechanisms
- Investigation of potential security incidents
- Abuse and misuse detection

ElevenLabs may suspend or limit access to the service where necessary to protect platform integrity or address a security risk.

6.5 Incident Management

ElevenLabs maintains predefined incident response processes for security and operational events. Customers may report incidents through established support channels. Where applicable, incident notifications and reports are provided in accordance with contractual and regulatory requirements.

6.6 Access Control

Access to management interfaces and support systems is restricted using role-based access controls and authentication mechanisms. Access is limited to authorised personnel and subject to logging and monitoring. Customer data is accessed only where required to provide support.

6.7 Certifications and Assurance

The service is supported by recognised security and compliance certifications and attestations, including:

- ISO/IEC 27001
- SOC 2 Type II
- Cyber Essentials and Cyber Essentials Plus
- PCI DSS
- CSA STAR (Level 1)
- Additional privacy and AI governance standards

These certifications are maintained through ongoing audit and assurance activities.

7. Backup, Restore and Disaster Recovery

7.1 Backup and Restore

- **Automated Backups:** ElevenLabs performs regular automated backups of platform configuration and retained data as required for the operation of the SaaS service.
- **Data Integrity:** Measures are in place to protect the security and integrity of Customer Content collected, accessed, stored, or received.

7.2 Disaster Recovery and Business Continuity

The platform is designed for high availability using cloud-native redundancy:

- **Resilience:** The solution is hosted in GCP data centres, leveraging availability zones to maintain service continuity.
- **Force Majeure:** The service includes provisions for events beyond reasonable control (e.g., internet failures, public health crises), during which performance obligations may be delayed.

8. Operations, Maintenance and Updates

8.1 Operational Monitoring and Observability

ElevenLabs operates continuous monitoring and observability for the Service to support reliable, secure, and compliant operation in production environments.

Operational monitoring may include:

- Service availability and performance indicators
- Request and processing metrics
- Error rates and failure conditions
- Abuse, misuse, and anomalous usage patterns

Monitoring is designed to support service assurance, incident response, and operational governance without exposing underlying infrastructure or proprietary implementation details.

8.2 Product-Specific Monitoring and Quality Evaluation

For the Dubbing service, monitoring and evaluation focus on alignment, translation fidelity, and output quality.

This may include:

- Audio-to-audio alignment accuracy

- Translation consistency and language correctness
- Output timing and synchronisation
- Processing success and failure rates

These capabilities support quality assurance for media localisation workflows and large-scale dubbing operations.

8.3 Logging, Data Collection and Audit Support

The Service provides mechanisms to collect and retain operational logs and results in support of audit, investigation, and service improvement activities.

Logged data may include:

- Request metadata and timestamps
- Processing outcomes and system-generated events
- Input and output artefacts, where applicable and enabled by the Customer

Customers may access available logs and results via APIs or web-based tools, subject to configured retention policies and applicable data protection requirements.

8.4 Service Updates and API Versioning

ElevenLabs modifies the Services, including features and functionality, on an ongoing basis as part of the SaaS delivery model.

- Updates are applied centrally and made available without local installation.
- Updates will not result in a material degradation of the overall functionality or performance of the Services used by the Customer.
- APIs are versioned where applicable.
- At least 90 days' prior notice is provided before deprecating older API versions.

8.5 Outage and Maintenance Management

Planned maintenance is periodically required to ensure the security, stability, and performance of the Service.

- ElevenLabs endeavours to minimise disruption and schedule maintenance outside peak usage where practical.
- Service availability and incident information are published via the public service status page.
- Incidents are classified and managed based on severity and impact.
- In exceptional circumstances, including high-risk security events, access to specific accounts or features may be temporarily restricted to protect platform integrity.

8.6 Continuous Improvement

Operational insights derived from monitoring, evaluation, and customer feedback are used to inform continuous improvement of the Service. Enhancements to reliability, performance, and quality are delivered through the standard update mechanisms described above.

9. Service Constraints

9.1 Usage Constraints

- **Prohibited Use:** Customers must comply with the ElevenLabs Prohibited Use Policy.
- **Sensitive Data:** Customers must not provide Input that includes Protected Health Information (PHI) unless an agreement is executed, or special category data (e.g., biometric for identification, political opinions) unless permitted by applicable law.
- **Reverse Engineering:** Customers may not reverse engineer, decompile, or attempt to discover source code or underlying components of the Services or Models.

9.2 Customisation

The service is a standardised SaaS offering. Custom development or "work-for-hire" is not available. Customisation is achieved through the configuration of Agents, Voices, and Workflows within the standard tooling.

10. Exit Management and Data Access

10.1 Data Ownership

- **Input Rights:** The Customer retains all rights in Input (data transmitted to the system).
- **Output Rights:** As between the Customer and ElevenLabs, the Customer owns all rights in Output (content generated by the Services). ElevenLabs does not train its models on Enterprise Customer Output, except as may be required to provide certain requested services to the Customer.

10.2 Service Offboarding and Data Export

Upon termination or expiry of the Call-Off Contract, or during the contract term, customers may retrieve their Input and Output data on a self-serve basis.

- **Export Mechanisms:** Data retrieval is supported via standard export mechanisms provided by the platform, including APIs and web-based tools.
- **Formats:** Data is typically available in standard formats (e.g., JSON for configuration/logs, Audio files for output).
- **Documentation:** ElevenLabs provides documentation describing available export formats and data access mechanisms. No bespoke migration, data transformation, or third-party integration services are included as part of offboarding.

10.3 Termination, Deletion and Wind-Down

- **Cessation of Use:** Upon termination, the Customer must immediately cease all use of the Services.
- **Data Deletion:** Customer Content is deleted from the service within thirty (30) days of contract termination or expiry, unless the Customer explicitly agrees to retention beyond this period. Data deletion processes are designed to ensure secure and irreversible removal.
- **Wind-Down:** Specific wind-down periods may apply for partners/resellers distributing the service to End Users, ensuring a managed exit up to one year from expiration.
- **Sanitisation:** Industry-standard data sanitisation processes are applied to storage media, including secure erasure or physical destruction where applicable.

11. Technical Requirements

To access and use the ElevenLabs AI Dubbing service, the Customer is responsible for obtaining and maintaining the following:

Equipment

Appropriate hardware, operating systems, and devices capable of accessing cloud-based services.

Network

Reliable internet connectivity for web-based access and API communication.

Web Access

A modern, supported web browser for access to the Dubbing Studio and administrative interfaces.

API Integration (Optional)

Capability to integrate with the service via REST APIs for automated or batch dubbing workflows, where required.