

# GDPR compliance

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>amber processes all data in accordance with the GDPR.</p>                 |  <p>By default, AI models are hosted on T Cloud in Germany.</p>                                       |
|  <p>Existing access rights are adopted in full.</p>                           |  <p>Login via existing security procedures (e.g. SSO, MFA).</p>                                       |
|  <p>amber is ISO 27001 certified.</p>                                         |  <p>DPA and TOMs are available. A technical security concept is enclosed.</p>                         |
|  <p>No training of AI models with customer data.</p>                          |  <p>Administrators decide which areas are indexed at all.</p>                                         |
|  <p>amber was developed in line with the SOC 2 guidelines.</p>                |  <p>The software is developed according to "security by design" and the "need-to-know" principle.</p> |
|  <p>A template for a data protection impact assessment can be provided.</p> |  <p>Analytics data is logged only in anonymised, non-personal form.</p>                             |



EU Artificial  
Intelligence Act



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Europe



GDPR  
compliant

# How amber works

amber is an AI-powered platform that centralises the decentralised knowledge held in different systems and makes it accessible to employees and other processes. Features such as AI search, chat with internal data and agents enable employees to work significantly more efficiently.



## Internal use

amber is intended exclusively for internal use and secured accordingly. Employees must first log in in line with internal IT security standards and then only see the information they can also access in the core systems.



## Indexing

To provide its features, amber needs to index data. Anything that should be searchable (or is stored in email attachments, for example) can be indexed.



## Index

The index is not a copy of the data. Instead, the vector index contains encrypted snippets from the documents plus metadata to enable efficient search. The index is only 2–5% of the size of the original data.



## Analytics / logs

To improve quality and satisfaction with the solution, KPIs are analysed regularly (e.g. search duration, number of follow-up questions). For this reason, data is logged, but always anonymised and never personal.