Where your customers' details live

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Local inference, role-based access, processing in the EU targeted · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. The retailer keeps the contact details and ten years of purchases of **210,000 consumers**. This document sets out **where that data is processed, who can read it, and what is logged**.

Two possible architectures, one single promise

Architecture	Where the computing happens	What leaves the network	For whom
Local inference	**On a machine belonging to the retailer**	**Nothing**	High volume, maximum requirement
Isolated resource hosted in France	On a dedicated server, under French law	Nothing outside the European Union	Retailers who would rather not host a machine

The guarantees, line by line

Guarantee	What it covers
Hosted in France, under French law	No customer data, no after-sales file outside the territory
0 data outside the European Union	**Architecture designed to reduce exposure to extraterritorial legislation, location alone not being enough to guarantee immunity, including against a US operator hosting in Europe**
No model training	What the agent reads of your returns serves your returns — not yours elsewhere, not a third party's
Encryption in transit and at rest	On contact details, purchase history and documents sent by customers
Role-based access	**Rights follow the job, not the person**
Logging	Who asked what, when, and what was approved

Who sees what

Role	Customer details	Purchase history	Bank details	Decision log
After-sales adviser	Their own queue	Their own queue	No	Their files
Workshop technician	**No**	Reference and serial number only	**No**	No
After-sales manager	Yes	Yes	Yes	**Complete**
Shop assistant	Customer at the counter	That shop's purchases	No	No

The effect on an obligation the retailer used to endure

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Rights request	Before	After
Monthly volume	40	40
Time per request	**25 minutes of searching across 4 systems**	**3 minutes — the index knows where the customer appears**
Monthly load	16.7 h	**2 h — 15 hours given back**

What the agent keeps current without being asked again: the processing record required each year — sources, retention periods, who accesses what. **It is asked for once a year and used to take three days to rebuild.**

Architecture chosen (local inference / isolated resource in France): _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-sav-retours-garanties

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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