# Technical framework — where your customers' exchanges live

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Local inference or an isolated resource in France · 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. **62,000 identities, their delivery addresses, their purchase history and 214,000 conversations:** this is the most sensitive material a retailer holds, and the one no competitor can reconstruct.

## The two possible architectures

| Architecture | Where the computing happens | What crosses an outside network | For whom |
|---|---|---|---|
| **Local inference** | **On a machine at head office** | **Nothing** | Retailers who already host |
| **Isolated resource hosted in France** | Environment dedicated to Maison Perrat | **One encrypted flow, never leaving the European Union** | **No pooling with another retailer** |

## What is protected, and by what

| Protection | Implementation | What it makes verifiable |
|---|---|---|
| Encryption | In transit and at rest | — |
| **Role-based access** | **An adviser opens customer threads, not exports of the whole base** | **The list of roles and their rights, exportable** |
| **Logging** | Who consulted which thread, and when | **An answer to a complaint in 10 minutes** |
| **Purge** | At the periods set by the company | **A dated purge log** |
| **Location** | **France, under French law** | **Architecture designed to reduce exposure to extraterritorial legislation, location alone not being enough to guarantee immunity, including where a US provider hosts in Europe** |
| Use of the data | **No conversation trains an outside model** | A written undertaking |

## What that opens commercially

| Fact | Value | Consequence |
|---|---|---|
| **Privacy page** | — | **Can state French hosting and processing in the EU as the target** |
| **Access requests received this quarter** | **9** | **Answered in 4 minutes on average, full file** |
| Comparison | — | **Few retailers of this size can put it in writing** |



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**Processing record kept up to date continuously:** hosting, subprocessors, retention periods, who has access to what, date of the last check. **It gets asked for once a year and it used to take three days to find.**

**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-relation-client-omnicanal

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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.