Protocol for lifting a doubt on identity

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Maison Aurore · files AUR-2026-044 and AUR-2026-046 · 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. Both files are **open, dated and pending**: their deadline is running, and no data has been disclosed.

The two files, and why they are not handled alike

File	Right invoked	What is missing	Risk if it is overlooked
AUR-2026-044	Erasure (Art. 17)	Identity rests on a **resemblance between addresses**	Erasing another person's account — **irreversible**
AUR-2026-046	Access (Art. 15)	**Two accounts with the same name**, same town	Disclosing a third party's purchases to someone with no right to them

What is requested, and what is set aside

File	Item requested	Why that one	Item set aside

AUR-2026-044	Number of an order already placed	Maison Aurore already holds it: nothing enters the database	Copy of an identity document
AUR-2026-046	Last four digits of the payment method	Separates the two namesakes in a single reply	Date of birth, copy of an identity document

Article 12(6) GDPR allows the controller to request “additional information necessary to confirm the identity of the data subject” where it has “reasonable doubts”. The text refers to **necessary** information: the heaviest document available is not the first one to ask for.

If an identity document does become necessary

Rule applied	How it is implemented
Short retention	Deleted when the file is closed, at the latest at D+30
Separation	Stored outside the response file, access limited to the privacy officer
Logging	Every consultation is recorded, with its author and its timestamp
No re-use	Nothing is fed into a customer master file or a verification system

> **A figure to hold on to, on the fictional corpus of the demonstration:** across 47 files from the past year, the method above would have lifted the doubt in **41 cases without collecting a single identity document**. The remaining 6 were requests made without a pre-existing account.

If the requester does not answer

Milestone	Action	Trace kept
D+7	First reminder, same channel	Timestamp, content, channel

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Milestone	Action	Trace kept
D+15	Second reminder	Timestamp, content, channel
Deadline	File presented to the privacy officer, not closed automatically	Complete log of the file

A file documented in this way is the best evidence if a complaint is made: it shows that the request was handled within the deadline and that the silence came from the other side.

> **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-droits-rgpd-violations

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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