# Where the data of 14,900 customers lives

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

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Hosting, role-based access, record of processing, traceability · 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. **It is written to be handed as it stands to your data protection officer**: every line can be checked against a configuration setting or a log, none rests on a statement of intent.

## Where the agent runs — two architectures, one consequence

| Architecture | What leaves the authority's network | Exposure to the Cloud Act and FISA 702 | When to choose it |
|---|---|---|---|
| **Local inference, on a machine of the authority** | **Nothing. No flow leaves the network.** | **Reduced to the minimum — no flow leaves the network** | Where the authority has a server room and wants total isolation |

| Architecture | What leaves the authority's network | Exposure to the Cloud Act and FISA 702 | When to choose it |
|---|---|---|---|
| **Dedicated, isolated resource hosted in France, under French law** | **Nothing that leaves the territory or the European Union** | **Reduced by the architecture; location alone is not enough, and the exposure is documented for the configuration chosen** | The usual case — operation and updates handled by us |
| Pooling between authorities | **Not practised. An environment strictly dedicated to the Vallée du Cerneuil.** | — | — |

## Access rights, role by role — and the special case of bank details

| Resource | Agent's access | Case officers' access | What that rules out in practice |
|---|---|---|---|
| Customer file (identity, supply point address, contract, meter size) | **Read only** | Read and write | The agent cannot alter any contract or any address |
| Reading and smart metering log (index, date, night flow) | **Read only** | Read | No index can be created, corrected or erased by the agent |
| Resolved tariff grid and service by-law | **Read only** | Read; changes reserved to the head of customer service | Tariffs are set by resolution of the authority board — the agent reads them, it does not touch them |

| Resource | Agent's access | Case officers' access | What that rules out in practice |
|---|---|---|---|
| **Billing software** | **No write access** | Read and write | **The agent produces a file and draft letters; a case officer imports them. No invoice can be issued by the agent.** |
| **Direct debit mandates and bank details** | **Presence-absence only: the agent sees that a mandate exists, that it is signed and that it carries a legible IBAN. It does not see the IBAN.** | Read, restricted to two named officers | **The agent can tell a customer a document is missing without ever accessing the banking data itself** |
| Reduction decisions and payment plans | **Read only** | Written by the head of customer service | **No reduction and no payment plan can be created by the agent** |

**The bank details line is worth reading twice, because it illustrates the whole principle. Article 5.1.c GDPR requires that only data necessary to the purpose pursued be processed.** The purpose here is to tell a customer that their direct debit mandate is incomplete — **and for that it is enough to know that an IBAN is present and legible, not to read it. That is the difference between minimising a data item and minimising an access right, and it is the second that can be verified. Every access right in the table above is withdrawn with a word, effective within the second, with no restart and no intervention.**

## The service's record of processing activities, already drafted

| Processing | Purpose | Legal basis | Data processed | Period set by the service |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| Answering customer enquiries | Inform and route | **Public interest task — art. 6.1.e GDPR** | Identity, address, contract, subject of the request | 2 years after closure |
| **Preparing the billing** | **Establish the water and sanitation charge** | **Public interest task — art. 6.1.e** | Contract, time-stamped indexes, tariffs applied | The authority's accounting record retention period |
| **Consumption anomaly notice** | **Meet the notification duty of art. L. 2224-12-4 III bis** | **Legal obligation — art. 6.1.c** | Contract, index, date and manner of sending, wording of the letter | **For as long as the debt it underpins can be disputed** |
| Checking documents attached to requests | Assess a connection, a payment plan, a reduction | Public interest task — art. 6.1.e | Name, address, date of the document, presence and legibility of the required particulars | **90 days after the decision — the document image is not kept** |
| Access and output log | Trace who read what, and where each output came from | **Security obligation — art. 32** | Timestamp, role, reason, contract concerned | 3 years |

> **The periods above are those the authority has set in its own record, on a date the record carries. They are not presented as a rule of law**: the law sets principles — necessity, minimisation, storage limitation —, the service derives periods from them and owns them. **One exception, and it is named: the consumption notice log is kept for as long as the debt it underpins can be disputed**, because it is the item that decides whether the service had the right to bill the excess



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> share.

## What you produce the day a customer disputes, saying « the machine decided »

| Item | What it establishes | Where it is taken from | Time to produce |
|---|---|---|---|
| **1 — The calculation** | **The four readings underpinning the average, their date and index, the double as calculated, the excess volume, and the article of the resolution of 11 December 2025 setting each tariff applied** | Reading log + resolved tariff grid | **Immediate** |
| **2 — The notice, and its date** | **Date the art. L. 2224-12-4 III bis notice was sent, how it was sent, exact wording. It is the decisive item: failing it, the text finds for the customer automatically. Over the year: 100% sent on the day of observation.** | Consumption notice log | **Immediate** |
| **3 — Who decided** | **Name of the officer who signed the reduction, date, time and ground relied on. 640 files, 640 named decisions.** | Decision log | **Immediate** |
| **4 — What the customer had been told, and when** | **The artificial-intelligence disclosure made in the first sentence of every exchange, and the option to ask for a human — 1,326 customers asked, 1,326 got one** | Disclosure and transfer log | **Immediate** |

| Item | What it establishes | Where it is taken from | Time to produce |
|---|---|---|---|
| **5 — The access file, if the customer asks for it** | **Contract, readings, invoices, letters, payment plan, and the log of the reads made of their file with the reason for each — right of access under art. 15 GDPR** | All of the above | **One minute — the usual difficulty is gathering the pieces; they are already gathered** |

**The artificial-intelligence disclosure is not a configuration option. Article 50(1) of the EU AI Act has required, since 2 August 2026, that any person interacting with an AI system be informed, unless this is obvious.** It is built into the greeting, in the language of the exchange under way — the notice follows the exchange, it does not translate it —, on every channel — phone, website chat, WhatsApp Business, email. **And it is logged: it is that trace which makes it demonstrable, not the statement.**

Architecture adopted — local inference or isolated resource hosted in France — settled on: _____

Date of the annual review with the data protection officer: _____

**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/secteur-public/metiers/agent-ia-gestionnaire-eau-assainissement

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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