Technical framework — where claimant data lives

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Document issued on 09/11/2026

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. **It describes the architecture actually proposed**: a benefits organisation handles income, family circumstances and sometimes health information — the most sensitive data a public service holds.

The two deployment modes, at the organisation's choice

Mode	Where the computing happens	What leaves the network	For whom
Local inference	**On a machine in the department**	**Nothing**	Organisations that already host their servers
Isolated resource	On a dedicated server hosted in France	**Nothing outside the European Union**	Organisations that would rather not run a machine

In both cases the resource is dedicated to your organisation. No pooling with another fund: the files of your 62,000 claimants live in an environment that is yours alone, which is also the condition of your service's continuity.

What protects claimant data

Point	Implementation	What it lets you answer a claimant
Training	**No claimant data feeds a public model**	“Your file serves your file only”
Technical account rights	**Read-only — the account the agent reads through has no right to write**	**“This is verified with one command, not on trust”**
Encryption	In transit and at rest	“A stolen file stays unreadable”
Role-based access	**7 roles for 84 staff**: reception sees a file's status, not the income documents; controls see the documents, not the reception exchanges	“Only the officers concerned see your file”
Logging	Who asked what, when, and what the system produced	“Every consultation is traced”
Hosting	**France, under French law**, architecture designed to reduce exposure to extraterritorial legislation, location alone not being enough to guarantee immunity	“Your data is processed within the European Union in the architecture chosen”

The year's measurements

Indicator	Year
Claimant data out of the department's network	**0** across 41,300 claims

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Indicator	Year
Transfers outside the European Union	**0**
Out-of-role accesses in the log	**0**
Entitlements opened, revised or suspended without a caseworker's signature	**0**

What the agent plugs into — with no migration

Tool already in place	What the agent does there	What changes for staff
Benefits management software	**Reads file status and declared values**	Nothing: no writing, no change of screen
Online filing portal	Checks completeness at filing, guides the user	The portal stays the organisation's
Document management system	**Indexes the content of the documents**	**No renaming, no moving**
Switchboard	Answers the 14 subjects, hands over to an officer on request	**The call transfers to reception with the file open**

Reversibility, verifiable before the vote

Item	The day the organisation stops
The agent's indexes	**Deleted — they contained no file, only what is needed to find them**
The fund's files	**Unchanged**: same files, same names, same rights
Log of requests and outputs	Handed over in an open format, **or destroyed — the organisation chooses at go-live**
Leaflets, answers, easy-read versions, rules and dated scale tables	**Stay with the fund, readable without us**

Item	The day the organisation stops
Migration	**None on the way in, therefore none on the way out**

> **A dry-run exit is proposed at the end of the first quarter**: half a day, we switch off, we check that the department assesses exactly as before, we switch back on. **The board knows what the promise is worth before committing to a second year.**

For the department to settle

Deployment mode chosen (local inference / isolated resource): _____

> **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-prestations

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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