



No recording — text only

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

Document issued on 24/09/2026

Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **"Record the voice" and "keep a record" are not the same question.**

Item	Kept?	Form
Reason for the call	Yes	Text
What was noted	Yes	Text
Department the call went to	Yes	Text
The voice	No	—

What a voice carries beyond a text

Information	In the voice	In the text
Who is speaking	Yes	No
The accent	Yes	No

Information	In the voice	In the text
The apparent age	Yes	No
The person's state	Yes	No
What serves to handle the request	Yes	Yes

Handling the request never needs the first four rows. It is the only argument used, and it is enough.

What this choice stops the agent doing

Situation	What the agent can produce
Dispute over a call's content	What it understood
Proof of what was said	None

The agent presents it as such. A record passing itself off as proof would be more dangerous than no proof at all.

If recording is necessary to the company

Condition	Required?
Decided by the company	Yes
Announced to the caller	Yes
Time-limited	Yes
An option in the agent's settings	No — a separate arrangement

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 used.

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.