

AI Data Handling

A practical reference for handlers, DPOs and procurement teams

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What is sent to AI

Engineer report text is extracted in the browser where possible. Server-side redaction replaces detected personal identifiers with opaque placeholders before structured AI extraction. Original identifiers are restored locally into the case fields. The figures and customer summary are reviewed by a handler before issue.

Scanned-report exception. If a scanned or image-only PDF cannot be read locally, the original PDF is sent to the provider for extraction. This path cannot be redacted in-place and is logged per case. Pattern-based text redaction also has limits; unexpected formats may not be recognised.

What is retained

Live cases hold only the fields and evidence needed for settlement. Raw engineer PDFs are not retained beyond extraction. On acceptance, personal case fields, the token and grants are removed; evidence is deleted and email/SMS personal log fields cleared. Open cases are anonymised at 30 days with a 7-day operator warning. Anonymised settlement statistics and purge evidence remain.

Provider and human oversight

Google Gemini is accessed through the Lovable AI gateway under no-training terms. Current provider retention, locations and transfer safeguards should be confirmed against contractual documentation. AI assists extraction and drafting only; it does not make the final settlement decision.

Storage and access

Case data is encrypted in transit and at rest and isolated by organisation using server-side row-level controls. Database storage is in AWS eu-central-1, Frankfurt, within the EEA. Database residency does not independently establish all third-party processing locations.

Claimants verify a unique case token, vehicle registration and postcode before receiving case details. Later operations use a short-lived grant. Expiry requires re-verification; acceptance and personal-data purge revoke grants.

Roles and supporting documents

The operator is Controller for claim data. CaseFlow Automation Ltd acts as Processor under instructions and a signed DPA. Registered office: 7-9 Macon Court, Crewe, CW1 6EA. ICO ZC013423.

Request the signed DPA, current sub-processor list or DPIA from info@caseflowautomation.co.uk. This reference complements the Trust & Security Pack and the public page at <https://totalsettle.com/ai-data-handling>; it does not replace contractual terms.

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