

How We Protect Your Data

Privacy architecture: data at rest, PII handling around AI, and automatic minimisation.

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In one paragraph

Claim data is held in an encrypted database in the European Economic Area (AWS eu-central-1, Frankfurt), logically isolated to your organisation by row-level access controls. Personal identifiers in engineer report text are replaced with opaque placeholders before any AI call, and restored locally on return. Customers reach their settlement via a unique link verified by registration and postcode. Personal data is scrubbed automatically when the settlement completes, or after 30 days if the case is abandoned. Every action, including every purge, is logged.

Storage and isolation

- Encryption at rest and in transit (TLS 1.2 or higher).
- Row-level access controls enforced server-side. Handlers only see their organisation's cases.
- Data is hosted in the EEA (AWS eu-central-1, Frankfurt). Transfers between the UK and the EEA are covered by UK GDPR adequacy regulations.
- Daily encrypted backups with point-in-time recovery. Purged personal data falls out of backups as they rotate through the recovery window.

PII protection during AI processing

Before engineer report text is sent to the AI provider, our redactor replaces personal identifiers with opaque placeholders. Categories include names, vehicle registration, postcode, email, phone, National Insurance number, UK driving licence, and IBAN or card numbers. The originals never leave our system in the text path. The values are restored locally on the way back. Image-only PDFs use a fallback that is logged per case.

Data minimisation and retention

Automatic data minimisation. Personal data is scrubbed automatically the moment a settlement completes. Cases abandoned for 30 days are anonymised automatically, with an operator warning 7 days beforehand. Only anonymised settlement statistics remain. Every purge is recorded in an audit trail.

- While a case is live, we retain only the fields needed to run the settlement. Raw engineer PDFs are not retained beyond extraction.
- On completion (customer accepts), the platform automatically removes claimant name, email, phone, postcode, vehicle registration, engineer comments, finance company and the settlement link token, deletes uploaded evidence from storage, and redacts email logs.

- Abandoned cases are swept automatically: any case still open 30 days after creation is anonymised the same way and marked expired. Operators receive an email warning 7 days beforehand.
- What remains is an anonymised statistical record (status, decision, valuation figures, timestamps, reference) so your reporting keeps working. There is no standing library of claimant personal data.
- Where the settlement link is sent by SMS, the delivery log's personal fields (recipient mobile number and message link) are cleared by the same purge.
- Every purge is written to an audit trail, and an automated health check verifies the purges are firing.
- On offboarding, your organisation's entire area is wiped, subject to legal hold.

Customer access

- Unique link per case. Verified against the vehicle registration and postcode on the case.
- No password and no account.
- The link remains valid while the case is open, and is disabled automatically when the case completes or expires, because the data behind it has been removed.

Access controls inside the operator

- Role-based access control.
- Multi-factor authentication available for operator accounts.
- Audit log of every action with timestamps and user identity.
- Tenant seat limits aligned with subscription tier.

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