

Botus AI Assistant

Data Security & Privacy Questionnaire

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THIS DOCUMENT PROVIDES CLEAR, CONCISE, AND QUESTIONNAIRE-SAFE RESPONSES REGARDING THE DATA SECURITY, PRIVACY, AND COMPLIANCE CHARACTERISTICS OF THE BOTUS AI ASSISTANT INTEGRATED IN ENFOCUS PITSTOP PRO.

1. Deployment Model

Botus is a cloud-based AI assistant hosted on Microsoft Azure. There is no on-device or local AI processing. User queries are securely transmitted over HTTPS to Enfocus-managed Azure infrastructure.

2. Access to Customer Documents

Botus does not access, process, or transmit PDF contents, document previews, file names, metadata, preflight results, or any data from customer documents. The Botus interface is an isolated chat panel.

3. Data Processed

The only mandatory data processed is the text entered by the user into the Botus chat and the corresponding AI-generated response. Optional user feedback may be processed if explicitly provided.

4. Purpose of Processing

Data is processed solely to provide contextual assistance, ensure service quality, and improve Enfocus documentation. Botus does not process customer production data.

5. Data Processing Location

All Botus-related data is processed exclusively within the EU/EEA using Microsoft Azure services, including regions in France and Sweden.

6. Subprocessors and DPA

Enfocus processes data under its GDPR-compliant Data Processing Agreement framework. A current list of subprocessors is available on the Enfocus website.

7. AI Model Training

Customer data processed via Botus is not used by Microsoft to train or improve base AI models. Enfocus uses interaction data only for internal quality review and service improvement, not for AI model training. Botus was exclusively trained against our own documentation, Knowledge Base articles and Release notes.

8. Retention and Deletion

Data is retained in accordance with Enfocus data retention policies. Users may exercise their GDPR rights, including access and erasure, via the process described in the Enfocus Privacy Policy.