Security & Privacy Overview

Prepared for union officers and legal counsel. This document summarizes the security and privacy architecture of the AviChat contract reference service. Full documentation, including sub-processor identification and contractual terms, is provided during legal review.

Employer access	Where data lives	What leadership sees	Coverage
None	**In the union's country, isolated**	**Topic-level analytics only**	**$5M tech E&O and cyber**
Section 1	Section 2	Section 4	Section 5

1 The employer question

The employer has no access, no visibility, and no relationship with AviChat. It is not a party to the subscription in any way: it is not involved in setup, billing, or operation, and it receives no reports, logs, or usage data. There is no employer-facing product, portal, or contract of any kind.

2 Data sovereignty

Union and member data is stored exclusively on servers in the union's designated country — Canada for Canadian unions, the United States for U.S. unions — in an isolated private instance. The union owns its content and data throughout the engagement; AviChat obtains no ownership interest in either.

3 Security controls

All data is encrypted at rest and in transit. Administrative and privileged accounts require multi-factor authentication, with role-based access controls and no shared accounts. Daily encrypted backups are stored securely, and each union runs in isolated private cloud infrastructure. Our full control set is walked through with your IT or security reviewer during legal review.

4 Member privacy

Leadership sees anonymized, topic-level analytics only; there is no function to look up who asked what. Member identity is held at the access layer and removed before any question reaches the engine that generates answers. Chat histories are confidential: they can be deleted on a member's request and are deleted no later than 12 months from each query. Members may access, correct, delete, or download their personal information.

5 Liability protection

Every answer cites the article and section it relies on. A union-approved disclaimer is acknowledged by members before use. A restricted audit trail is available for legal verification — it is held to protect the union, not to monitor members. AviChat carries **$5 million in technology errors & omissions and cyber liability coverage**, with the union named as an additional insured.

6 Union control

The union approves all output before launch, beginning with a phased rollout to a test group. The union administers its own member roster, and members can flag any answer for review.

7	**Training isolation**	The union's documents and its members' questions are never used to train any external or general-purpose system. Each deployment is a fully isolated instance. The language-processing step within the system is performed by established enterprise providers acting strictly as data processors, contractually barred from using union documents or member questions to train any model. All third-party sub-processors are identified in writing during contracting.
8	**Exit terms**	On termination, the union downloads its data within 30 days. AviChat then deletes its copies and certifies the deletion.
9	**Compliance**	AviChat is built privacy-by-design, consistent with PIPEDA for Canadian deployments. Data handling is designed to support U.S.-resident deployments under applicable U.S. data-protection law. Any confirmed breach is reported to the union promptly, with a documented incident report; notification timelines are set in the Data Processing Addendum.

Questions your counsel may ask

Is this legal advice?	No. AviChat is a reference tool: every answer is cited, a prominent disclaimer applies, and it declines anything outside the contract.
Does member data ever go to an AI model?	No member identity does. Identity is held at the access layer and removed before a question reaches the engine that generates answers; the processing providers receive the question text only, act strictly as processors under no-training terms, and are identified in writing during legal review.
Can leadership see who asked what?	No. Leadership sees aggregate topic data only; no lookup function exists.
What happens if it's wrong?	Answers are cited and verifiable, the union approves output before launch, members can flag any answer, and AviChat carries $5 million in coverage with the union as an additional insured.

The full legal-review package is provided when your union sets up a walkthrough:

- ✓ Sub-processor identification
- ✓ The certificate of insurance
- ✓ The Data Processing Addendum
- ✓ A control-set walkthrough with your IT reviewer

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Shared by a member? Your union can set up a 15-minute walkthrough at avichat.ca/walkthrough.

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