



# New sub-processors added to Ciphr's SaaS Service

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## **Ciphr Limited**

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## Sub-processors added to Ciphhr's SaaS service



	Azure AI	AWS AI	GCP AI
<b>Overview</b>	<p>Our AI resources leverage advanced Large Language Models (LLMs) to provide AI-led features across our products. These models enable us to offer a range of functionalities that enhance user experience and maximise the value users derive from their Ciphhr products. Key use cases include accessing and understanding the expansive datasets, answering specific user queries, improving user experience, and streamlining key tasks/processes.</p> <p>By integrating these AI capabilities, we empower users to interact with and interpret their data in natural language, making it easier to extract insights and utilise their information effectively. Example features powered by these models include Form Summarisation AI (which helps users summarise performance reviews and feedback), Employee Summaries (which generate concise overviews of employee history and performance), and the HR Policy Chatbot (which enables users to ask natural language questions about HR policies and receive accurate, contextual responses).</p> <p>To ensure reliability, resilience, and flexibility, Ciphhr utilises three approved AI providers. This multi-provider approach gives both Ciphhr and our customers disaster recovery coverage and flexible AI deployment options. It allows us to select the most suitable model and infrastructure for each task, ensuring optimal performance, data residency compliance, and the best possible user experience.</p>		
<b>Summary</b>	AI resources within Azure, AWS, and GCP will be the key components of the AI features found within Ciphhr products. These resources will enable advanced AI functionalities that enhance user experience and maximise the value users derive from their Ciphhr products.		
<b>InfoSec and Data Centre Summary</b>	<a href="https://learn.microsoft.com/en-us/azure/security/fundamentals/physical-security">https://learn.microsoft.com/en-us/azure/security/fundamentals/physical-security</a>  Information Security have reviewed Microsoft's Security, Privacy and Compliance in relation to their Data Centre Hosting and no notable risks have been identified	<a href="https://aws.amazon.com/trust-center/data-center/">https://aws.amazon.com/trust-center/data-center/</a>  Information Security have reviewed AWS's Security, Privacy and Compliance in relation to their Data Centre Hosting and no notable risks have been identified	<a href="https://cloud.google.com/compliance?hl=en">https://cloud.google.com/compliance?hl=en</a>  Information Security have reviewed Google's Security, Privacy and Compliance in relation to their Data Centre Hosting and no notable risks have been identified
<b>Certification(s)</b>	ISO27001, ISO22301, ISO9001, ISO27017, ISO27018, Cyber Essentials plus, SOC1, 2 and 3	ISO27001, ISO27701, ISO27017, ISO27018, Cyber Essentials plus and SOC2	ISO27001, ISO27017, ISO27018, Cyber Essentials plus, SOC1, 2 and 3

## Document Title



<b>Privacy Policy</b>	<a href="https://azure.microsoft.com/en-us/explore/trusted-cloud/privacy">https://azure.microsoft.com/en-us/explore/trusted-cloud/privacy</a>	<a href="https://aws.amazon.com/compliance/data-protection/">https://aws.amazon.com/compliance/data-protection/</a>	<a href="https://cloud.google.com/terms/cloud-privacy-notice">https://cloud.google.com/terms/cloud-privacy-notice</a>
<b>Products Impacted</b>	AI functionality extends to application data located across the following Ciphr products: HR, LMS, Payroll, iRecruit, Onboarding, Analytics and Benefits.		
<b>Integrations</b>	<p>Application data will be sent to and processed by AI model resources in Azure, AWS or GCP. The transfer of data will encrypted in transit and at rest.</p> <p>Data sent to AI model resources in Azure, AWS or GCP will be ephemeral and not permanently captured by those models. Data may be temporarily cached by AI model resources to enhance user experience, but will be deleted from the model's state when a user session ends, ensuring no data is retained by the models.</p> <p>Application data will be sent to and processed by AI model resources in Azure, AWS or GCP. The transfer of data will encrypted in transit and at rest.</p>		