

# Data Processing Notice regarding BIC AI Services

As amended on 15/08/2024

---

## Data Processing Notice (DPN) regarding BIC AI Services

### I. Description of processing

#### 1. Processing by GBTEC

When entering prompts into BIC AI Services, GBTEC acts respectively refrains from acting as follows:

- a) Data entered as input (e.g. title of process to be created, catalogue entry to generate descriptions, question to be asked in an AI based chat feature) is processed by GBTEC as follows:
    - a. BIC products collect additional contextual information. This may include the collection of additional related information from the Customer's data, using vectorized data store and search services in Microsoft Azure (e.g. to collect relevant catalogue entries to be passed for generating process models),
    - b. BIC products generate a request (prompt) containing the initially entered data, the context data collected and additional instructions for the corresponding use case to allow processing of the output by BIC. This request is then passed as input to the Microsoft OpenAI service.
    - c. Microsoft OpenAI service analyses the input data using a large language model and generates an output (answer).
    - d. Depending on the use case the answer is directly displayed (e.g. chat bot answers) or processed (process model generation) in BIC. Processed data may be stored on behalf of the user in BIC.
  - b) When AI features are activated, BIC will use Microsoft Azure services to build a pre-processed data store that supports the collection of related contextual information. Storage of customer data in Microsoft Azure is fully managed by the corresponding BIC product providing the BIC AI Services and
    - a. is only used by BIC AI Services when BIC AI Services are activated for Customer and the BIC product.
-

# Data Processing Notice regarding BIC AI Services

As amended on 15/08/2024

---

- b. is updated whenever Customer data in the respective BIC product is updated.
  - c. is removed when the data is removed from the BIC product.
  - d. is completely removed when the Customer terminates use the of BIC AI Services or the corresponding BIC product.
- c) The data processing serves to improve the achievement of the purpose of the DPA. Content entered by the Customer in BIC products or produced by using BIC AI Services is stored and processed by Microsoft Azure for the following purposes:
- a. to provide the agreed BIC AI Services
  - b. to detect and mitigate harmful use
  - c. to improve the quality of the services provided by GBTEC
  - d. GBTEC ensures that the Customer data is processed exclusively for the provision of services for the respective Customer and that content is only accessible to authorized users in accordance with the access protection concepts established in the corresponding BIC products.

## 2. Processing by Microsoft Azure

To provide the BIC AI Services, BIC is using Microsoft Azure services to process and store Customer's data. This processing and storage is controlled by BIC AI Services. Microsoft Azure has no access to Customer's data stored in BIC products, except data transmitted to Microsoft Azure Services according to BIC AI Services processing and storage described in I.1. for the Microsoft Azure services used.

Microsoft Azure acts respectively refrains from acting as follows:

- a. The Customer's data processed and stored by BIC AI Services in Microsoft Azure
  - are NOT available to other customers.
  - are NOT available to OpenAI.

# Data Processing Notice regarding BIC AI Services

As amended on 15/08/2024

---

- are NOT used to improve OpenAI models.
  - are NOT used to improve any Microsoft or 3rd party products or services.
  - are NOT used for automatically improving Azure OpenAI models for your use in your resource (The models are stateless, unless you explicitly fine-tune models with your training data).
  - Customer's fine-tuned Azure OpenAI models are available exclusively for Customer's use.
- b. The Azure OpenAI Service is fully controlled by Microsoft; Microsoft hosts the OpenAI models in Microsoft's Azure environment and the Service does NOT interact with any services operated by OpenAI (e.g. ChatGPT, or the OpenAI API).
- c. In order to detect and mitigate harmful use of the Azure OpenAI Service, Microsoft logs the content that is sent via BIC AI Services (including the Customer's request and context data) to the Completions and image generations APIs as well as the content it sends back. If content is flagged by the Azure OpenAI service's content filters, the content may be reviewed by an authorized Microsoft full-time employee for purposes of (1) debugging in the event of a failure, (2) investigating patterns of abuse and misuse.
- d. For more information please refer to <https://learn.microsoft.com/en-us/legal/cognitive-services/openai/data-privacy>

### 3. Data transport & data encryption

All data transmission is using state-of-the-art transport level encryption to protect data during network transmission.

- Data transmitted between Customer's users (e.g. using a web browser) and BIC including BIC AI Services is using SSL encryption via https protocol.
  - Data transmitted between BIC AI Services and Microsoft Azure is using SSL encryption via the https protocol.
-

# Data Processing Notice regarding BIC AI Services

As amended on 15/08/2024

---

Customer data stored in Microsoft Azure is encrypted (encryption-at-rest) (see: <https://learn.microsoft.com/en-us/azure/search/search-security-manage-encryption-keys?tabs=portal-pp%2Cmanaged-id-sys> and <https://learn.microsoft.com/en-us/azure/cosmos-db/database-encryption-at-rest>)

## Subcontractors of GBTEC AG regarding the Provision of BIC AI Services

GBTEC AG with its registered office in 44801 Bochum, Gesundheitscampus-Süd 23 offers Customers BIC AI Services and uses subcontractors for this purpose.

The subcontractors provide the following services within the scope of the offered performance:

### Data Centres

#### 1. Services

- Provision of computing power (computer resources) as virtual machines for the software required to provide the services
- Provision of storage resources as block-, object- and database storage for keeping and protection information which processed by the services
- Provision of internet connectivity and data transfer incl. Network access protection and encryption (network resources) for the use of services by users, technical support of the services by GBTEC and for data transfer between computer and storage resources
- Compliance with DIN EN ISO 27 001 for all services used

#### 2. Provider

For BIC AI Services GBTEC uses the following provider(s):  
Microsoft Ireland Operations Limited, 70 Sir Rogersons's Quay, Dublin, Ireland

#### 3. Data Protection and Data Security

To ensure compliance with the requirements on information security and data protection, GBTEC employs only certified subcontractors and in individual cases concludes additional contractual provisions for compliance with legal data protection which are listed below:

Microsoft Ireland Operations Limited, 70 Sir Rogersons's Quay, Dublin, Ireland: certified according to DIN EN ISO 27001 by TÜV Nord Cert GmbH & Co.KG, Genovevastraße 5, 51065 Cologne; see also: <https://news.microsoft.com/de-de/microsoft-azure-deutschland-iso-zertifizierungen>, <https://www.microsoft.com/de-de/cloud/compliance>).

GBTEC has also concluded an agreement with Microsoft Ireland Operations Limited for data processing.