

CreditHire Assist - Data & AI Summary

A one-page overview for compliance, procurement, and decision-makers

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CreditHire Assist is a cloud-hosted, AI-assisted drafting tool for credit hire teams. It helps professionals analyse insurer correspondence, draft responses, and receive strategic case guidance - faster and with greater confidence.

How We Handle Your Data

- **Local PDF processing:** PDFs are processed entirely in your browser. The original document is never uploaded to our servers - only extracted text is submitted for analysis.
- **PII masking gateway:** Before any text reaches the AI model, it passes through a mandatory server-side masking layer that detects and replaces common personal identifiers (titled person names plus bare names in high-precision contexts, emails, phone numbers, National Insurance numbers, vehicle registration marks, bank details, policy/claim references such as POL, CLM, REF, CLAIM, POLICY, FILE, BHR, CHR, CHO, TPI and structured formats like 24-ABC-123456, street addresses, and more) with neutral placeholders. **UK postcodes are deliberately preserved** because they are material to basic-hire-rate and locality arguments; a separate output-side scrubber removes any postcode the AI introduces that was not present in the original input. It is a strong first layer rather than a perfect filter, so we also ask users to send only the personal data the task actually needs.
- **Ephemeral by design:** Uploaded text and the outputs the tool generates are deleted immediately when the user is finished, on session close. A continuous scheduled purge runs as a backstop, so nothing is ever retained beyond 24 hours. Users save anything they need to keep to their own systems (a copy button is

provided) and re-run if required. The only data retained is the minimal account record needed to run the subscription.

- **Backups:** Uploaded files are never included in any backup. Standard disaster-recovery backups exist for the database, but because case content is deleted within 24 hours those backups hold essentially no personal case data.
- **Encrypted, tenant-isolated storage:** Data is stored in an encrypted database with row-level security. Each company operates in its own completely separate data partition - there is no cross-company access.

How We Use AI

- **Decision-support only:** AI analyses correspondence and drafts responses, but humans always review and approve before anything is sent. Every output is labelled as a draft requiring review.
- **3-layer anti-hallucination guard:** Every AI output passes through three independent safety layers: (1) strict prompt rules prohibiting the AI from citing cases outside our knowledge base, (2) an automated citation validator that cross-references every case name against our verified database and strips unverified citations, and (3) a text-body scrubber that scans all prose for remaining case-name patterns and removes any that cannot be verified.
- **Zero Data Retention at the AI provider:** Our AI provider operates under enterprise terms that prohibit training on your inputs and outputs and do not retain prompts or responses beyond inference.

Key Commitments

📄 Your PDFs **stay on your device** - we only receive extracted text.

🛡️ Personal details are **masked before reaching the AI** (strong first layer, not a perfect filter).

🗑️ Case data is **deleted on session close**, with a continuous purge so nothing is retained beyond 24 hours.

- ☐ Uploaded files are **never included in backups**.
- ☐ We **do not use your data to train AI models**.
- ☐ Your data is **completely isolated** from every other company.
- ⚖ We are **UK GDPR aligned** and registered with the ICO (ZC013423).
- ⚠ AI is a **decision-support tool** - every output requires human review.

Special category data: The Service is not intended for special-category data and users are asked not to submit it. We recognise that in credit hire work, health, injury or vulnerability information can incidentally appear in free-text correspondence. Where it does, the same safeguards apply (masking, data minimisation, encryption and immediate deletion), and as data controller the customer remains responsible for the Article 9 lawful basis.

Full Documentation

This page is a summary. Full details are set out in:

- [Privacy Policy](#) - our formal data processing commitments under UK GDPR
- [AI Safety & Security Policy](#) - governance, anti-hallucination controls, and model selection
- [How We Protect Your Data](#) - our three-layer privacy architecture explained
- [How It Works - Plain English Guide](#) - a jargon-free overview for non-technical users

Questions? Contact us at info@caseflowautomation.co.uk.

CaseFlow Automation Ltd - Legal Processes. Streamlined.

This document summarises the platform's data handling and AI governance. It does not constitute legal advice.

See also: [Privacy Policy](#) | [AI Safety & Security Policy](#) | [How We Protect Your Data](#) | [Plain English Guide](#) | [Security & Compliance Overview](#) | [Terms of Use](#)