

CreditHire Assist - Technical Overview

Architecture, AI Capabilities & Security at a Glance

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CreditHire Assist is a proprietary SaaS platform purpose-built for UK credit hire professionals. It combines enterprise-grade AI with a comprehensive legal knowledge base to help teams analyse insurer correspondence, draft responses, and manage cases - all with industry-leading safeguards against AI errors.

130+

Verified Case Law
Precedents

3

Anti-Hallucination
Layers

10+

PII Categories Masked

Per -

Tenant

Row-Level Client Data
Isolation

Core Capabilities

▣ Correspondence Analyser

Paste or upload insurer letters. The AI identifies cited case law, validates it against our verified database, and highlights unsupported arguments.

✍️ AI Reply Generator

Draft professional, citation-backed responses grounded in verified precedent. Customisable tone and strategy - firm, conciliatory, or without-prejudice.

🗯️ Live Case Advice

Enter case specifics and receive strategic guidance with relevant authority. Includes argument letter generation and pre-emptive correspondence drafting.

📖 Case Law Library

130+ verified UK credit hire precedents, searchable and categorised. Each entry includes binding/persuasive status, key principles, and common insurer arguments addressed.

AI & Anti-Hallucination Architecture

Our AI layer is powered by **Google Gemini 3** - one of the most capable large language models available - but wrapped in our own proprietary safeguards:



Additional safeguards include a **postcode fabrication scrubber** (prevents invented locality data) and **BHR vehicle challenge verification** against known provider databases.

Data Privacy & Security

🔒 **Documents stay on-device** - text-based PDFs are processed entirely in your browser and only the extracted text is sent to our servers. The one exception is a scanned, image-only PDF, which is briefly uploaded for OCR and then deleted immediately, with a 24-hour safety-net purge.

♥ **PII masking gateway** - names, emails, phone numbers, VRMs, NI numbers, policy/claim references, and more are automatically redacted before reaching the AI. UK postcodes are deliberately preserved because they are material to basic-hire-rate and locality arguments; an output-side scrubber then removes any postcode the AI introduces that was not present in the original input.

🔒 **Row-level security** - every company's data is isolated at the database level. No cross-client access is possible.

🔒 **No training on your data** - your correspondence is never used to train AI models. Full stop.

🔒 **Encrypted at rest & in transit** - all data protected with industry-standard encryption.

Infrastructure

☁️ Cloud-Hosted

Enterprise cloud infrastructure with automatic scaling, built-in redundancy, and high availability. No on-premise installation required.

🗄️ PostgreSQL Database

Fully managed, encrypted relational database with row-level security policies enforcing strict data isolation between clients.

⚡ Serverless Functions

Backend logic runs on serverless edge functions - automatically scaling with demand. No cold starts, no capacity planning.

▣ Modern Frontend

Responsive React web application accessible from any device. No software installation - works in any modern browser.

Compliance

- ▣ **GDPR compliant** - data minimisation, privacy by design, and full transparency.
- ▣ **ICO registered** - Registration number ZC013423.
- ▣ **Subject access rights** - users can request access to, correction of, or deletion of their data at any time.
- ▣ **AI provider terms** - Google's enterprise terms prohibit use of customer data for model training.

CaseFlow Automation Ltd - Legal Processes. Streamlined.

This document is intended for prospective clients and does not constitute legal advice.

For more detail: [Plain English Guide](#) | [How We Protect Your Data](#) | [AI Safety & Security Policy](#)