

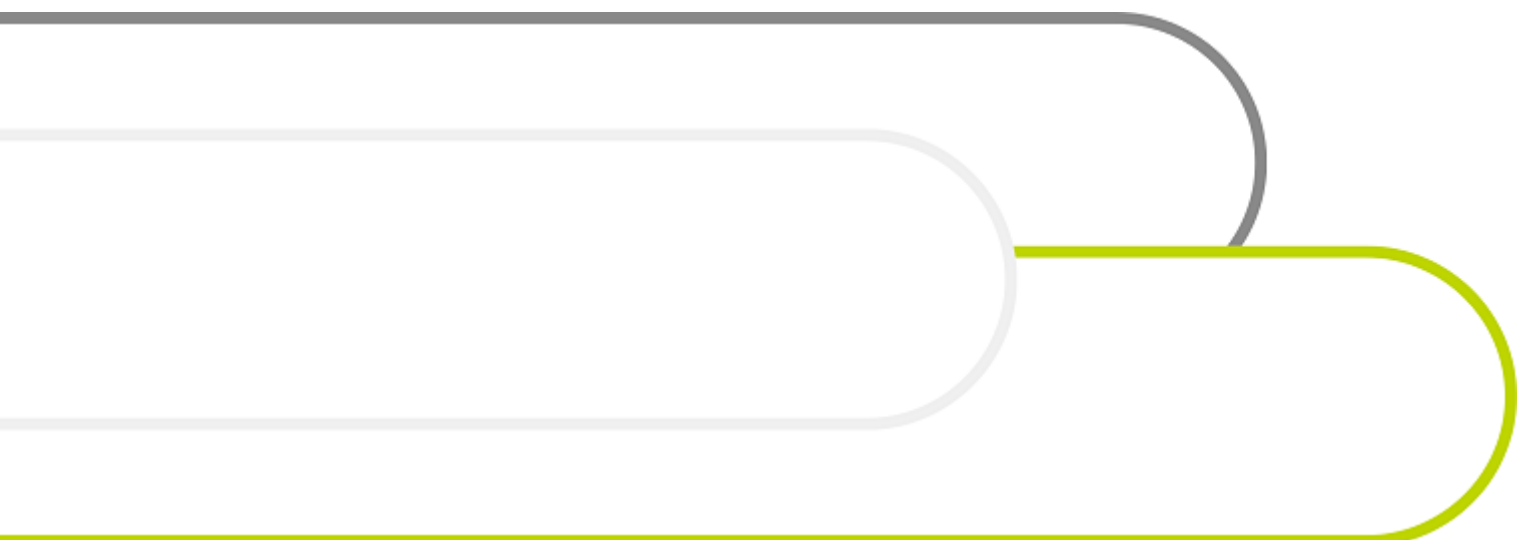
# Therefore™ AI Security and FAQ

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### Introduction

This document was formerly known as the Therefore™ Data Extraction and Classification FAQ'.

Therefore™ offers cloud-based, AI powered solutions for classifying and extracting data from documents. These solutions are configured in the Therefore™ Solution Designer, under the Smart Capture node.

Furthermore, Therefore™ offers an integration with Microsoft Copilot, allowing users to transmit data to Copilot for further processing.

Due to these features' cloud-based nature, we at Therefore™ understand that our partners and customers may have many questions about their operation and security. The purpose of this document is to address some of these and provide more information on these aspects.

### Document Extraction

This is a service run by Therefore Corporation to assist customers in extracting data from invoices they upload to their Therefore™ system. To start this process, invoices must be saved to a designated workflow that contains the tasks required to process it. During processing, the documents are uploaded to a recognition server. This server reads the data on the invoice and presents it to a Therefore™ user, who must manually check the results and approve each invoice. The manual verification step may be skipped if the administrator configures a confidence level, whereby the Smart Capture engine makes a decision as to whether it read the data on the document correctly or not. If it scores the document below the confidence level, it will send the document to a user for manual approval.

#### **Is the usage of Smart Capture for extraction optional?**

Yes, Smart Capture is a completely optional feature. To use Smart Capture, the Therefore™ system must support workflow (Essentials, Business, Enterprise, or Online Edition) AND Smart Capture pages must be purchased before the feature can be activated. More information on licensing can be found in separate documentation.

#### **Are all documents in the Therefore™ system impacted by Smart Capture?**

No. Only those documents that are sent through the designated workflow for uploading to Smart Capture, whether through an automated or manual workflow trigger, are impacted.

#### **Therefore™ Online customers: Is the processing done within the Therefore™ Online environment?**

New invoices are first saved in Therefore™ Online. Once uploaded to Smart Capture, the invoice leaves the Therefore™ Online environment. The recognition server is hosted in a data center outside of the Azure-based Therefore™ Online center. After processing, the extracted invoice data is sent back to the Therefore™ Online environment. See the next section 'Data center' for more details about the recognition server's data center.

### **Therefore™ On-Premises customers: How does Smart Capture work with on premises systems?**

To use the features of Smart Capture with Therefore™ On-Premises, the system must be running at least Therefore™ 2021 and must be connected to the internet. When a saved invoice is uploaded to Smart Capture, the invoice leaves the Therefore™ Server. The recognition server is hosted in an external datacenter (note: NOT the Therefore™ Online environment). After processing, the extracted invoice data is sent back to the Therefore™ Server. See the next section 'Datacenter' for more details about the recognition server's datacenter.

### **Where does the processing take place?**

Therefore™ Smart Capture leverages an artificial intelligence service run on a recognition server hosted on Amazon Web Services, a leading cloud infrastructure provider. The AI service is operated by a trusted and vetted technology partner under contract with Therefore Corporation.

### **Where are the recognition servers hosted?**

There are two recognition servers.

The recognition server for customers based in the United States is hosted in an AWS datacenter located within the United States. The recognition server for customers in all other regions is hosted in an AWS datacenter located in the Republic of Ireland, within the European Union.

### **Is the service GDPR compliant?**

Therefore Corporation is fully committed to ensuring compliance with the GDPR.

Therefore™ software has passed a rigorous data protection audit by the consulting firm Ebner Stolz and its solutions have been verified and certified to enable an effective management of data in accordance with GDPR regulations. By running the service in an EU-based datacenter, the AI service provider is equally bound by and subject to the GDPR.

### **How long are documents retained on the recognition server?**

The standard retention period for documents sent to the recognition server is 365 days.

However, the retention period can be changed to a custom number of days within the Smart Capture configuration settings in Therefore™.

Data is retained to further develop and refine the data extraction capabilities of the Therefore™ Smart Capture service. The data is encrypted both in transit and at rest. Each customer's data is used for learning on their local tenant only; data is never shared with other tenants nor used for any type of global learning.

Data is deleted after the retention period. This means that any learning from data processed before the end of the retention period is also lost. The following examples illustrate this point. In this scenario, we are assuming that the retention period is the default value (365 days or 12 months).

- You process an invoice from supplier 'Moyaware' on June 1st 2023. You manually correct this invoice, allowing the system to learn from the correction. On June 1st 2024, the invoice and any related learning is deleted from the system. If you process another invoice of the same type from 'Moyaware' any time after June 1st 2024, you may have to correct it again.
- You process invoices from supplier 'Moyaware' on June 1st 2023 and February 1st 2024. On June 1st 2024, the first invoice (from June 2023) and any related learning is deleted from the system. However, the system still retains the learning from the second invoice (from February 2024), since this invoice will be deleted on February 1st 2025.

To summarize: Any learning from an invoice type (same issuer and format) is deleted alongside the invoice after the end of the retention period. However, if other invoices of that same type are continually processed within the retention period after the first, the learning retention will be extended. Specifically, the learning is retained for the length of the retention period after the last invoice of that type is processed.

### **How is data encrypted?**

Data sent to and from the recognition server is always encrypted with TLS v1.2 using https. Data at rest on the recognition server is encrypted using AES256. This means that

the data is protected from hacking or unauthorized access by industry-leading technologies both while in transit and while stored on the server.

### Document Classification

This is a service run by Therefore Corporation to assist customers in classifying batches of documents into their respective categories according to type. This feature uses Microsoft Azure Document Intelligence to classify documents and assign them to their respective categories.

From a technical perspective, the feature works as such:

- Documents saved to a classification category are automatically classified and moved to the final category. This happens within a workflow.
- The classifier engine can be trained based on existing documents in the final categories (minimum 5 documents per category, although more documents will improve classifier accuracy).
- The workflow then moves documents to the destination category.
  - Manual workflow step in case the classifier confidence is low.
- Documents can then be processed normally/in any other way, including being sent for data extraction with Therefore™ Smart Capture.

In the case of multi-page documents, administrators can configure the number of pages of a document that should be used for classification. For example, setting this to "1" means the classifier will only read the information on the first page to classify the document. "2" means it will read the first two pages.

Important note: this feature is about document classification, not extraction. It may be used in conjunction with Therefore™ Smart Capture extraction (in a separate workflow) to extract data from documents that were classified by Azure Document Intelligence.

#### **Is the usage of Document Classification optional?**

Yes, Document Classification is a completely optional feature. To use it, the Therefore™ system must be running in Therefore™ Online or Therefore™ Subscription Edition. A connector license for Azure Document Intelligence is required. Document classification pages must be purchased before the feature can be activated. Packs of pages must be



purchased in advance, similarly to Therefore™ Smart Capture. Pack sizes are 100 / 1.000 / 10.000. Annual subscription models also have an option for a pack of 100.000 pages.

### **Are all documents in the Therefore™ system impacted by Document Classification?**

No. Only those documents that are sent through the designated workflow for uploading to Azure Document Intelligence, whether through an automated or manual workflow trigger, are impacted.

### **Therefore™ Online customers: In which environment is the processing done?**

Documents sent for classification with Azure Document Intelligence stay in the same regional datacenter as the customer's tenant. For example, the documents a customer from the United States would be processed through Azure Document Intelligence in the US-based Azure datacenter. The documents of a customer from Germany would be processed in the EU-based Azure datacenter.

### **Therefore™ On-Premises customers: How does Document Classification work with on premises systems?**

To use the Document Classification features of Azure Document Intelligence with Therefore™ On-Premises, the system must be running at least Therefore™ 2025 and must be connected to the internet. When documents are uploaded to Azure Document Intelligence, they leave the Therefore™ Server. The processing takes place in the local Therefore™ Online environment, as described above. After processing, the classification data is sent back to the Therefore™ Server.

### **Where are documents uploaded to when using Azure Document Intelligence?**

#### **Where are they retained and for how long?**

There are two types of storage to consider: training documents and classification documents.

Training documents are the reference documents that the classification engine learns from. These are initially uploaded when training a new classifier and are also added whenever a manual correction is done by a user. These training documents are stored indefinitely in the Therefore™ Online storage of the corresponding regional Azure

datacenter to retain the classifier's training results and improve its performance. Training data is not grouped between customers but rather separated according to the Customer ID.

Classification documents are documents that are sent for classification through a workflow to Azure Document Intelligence. The processing happens in the corresponding regional Azure datacenter. According to Microsoft documentation, the input data and results are deleted within 24 hours and not used for any other purpose.

### **How is data encrypted at rest and in transit when using Azure Document Intelligence?**

During transit, all data uses https communication to ensure the requests are encrypted. Once the request arrives at the Therefore™ Online datacenter, all transfers are done securely inside the Azure datacenter infrastructure.

At rest, training data is stored within Therefore™ Online using Azure Secure Storage Encryption (SSE). Further details from Microsoft can be found here:

[Azure Storage encryption for data at rest | Microsoft Learn](#)

At rest, classification data also uses Azure Secure Storage Encryption. This is managed by Microsoft in Azure Document Intelligence according to the details outlined here:

[Data, privacy, and security for Document Intelligence - Azure AI services | Microsoft Learn](#)

### **Do customers have any configuration settings that allow them to define how Azure Document Intelligence processes documents?**

No. Customers can only configure how many pages of a document are sent for training or classification.

### Document Insights (Copilot)

Therefore™ offers an integration with Microsoft Copilot, allowing you to leverage AI to gain useful insights about the information you store in Therefore™. From a technical perspective, this feature works as such:

- Proper planning within the customer's Azure environment is required. As a prerequisite, Copilot must be configured and set up in the customer's own Azure environment. This requires several preparation steps, such as registering a new application and assigning the proper API permissions. Details may be found in the Therefore™ Online Help or in Therefore™ eLearning courses.
- A configuration dialog in the Therefore™ Solution Designer allows the administrator to configure a Microsoft Graph connection.
- The administrator will also choose which Therefore™ categories should be uploaded to Copilot via the Microsoft Graph connection. The Therefore™ Connector uploads the information from the documents in the selected categories to Microsoft Graph.

#### **Is this feature optional?**

Yes. The Copilot integration is a completely optional feature. To use it, the Therefore™ system needs a Copilot Connector license (purchased from Therefore), as well as Copilot licenses for users (purchased from Microsoft).

#### **Are all documents in the Therefore™ system affected by this integration?**

No. Only those documents in categories which the administrator chooses to add to the Graph connection are affected.

#### **In which environment is Copilot running?**

Copilot runs in the customer's own Azure environment. Therefore™ does not provide this environment. As explained in the introduction above, the customer must provide their own Azure environment with Copilot and configure this appropriately. Therefore™ only

provides the service that transfers the information from the Therefore™ repository to the customer's Graph connection in their own Azure environment.

### **What type of information is uploaded?**

Once the Graph connection has been configured and the administrator has chosen which categories should be included, the information listed below is uploaded.

- The text of the documents
- The document title
  - Index data is often included in the document title by default. The type of index data available in the document title is fully configurable in Therefore™.
- Ancillary document data such as "Created by", "Last updated", etc.
- User access permissions\*
  - Not available while the feature is in Preview mode. Please see the Security section below for important details.

The following information is NOT uploaded:

- Index data

### **What types of document formats are supported?**

Text-based documents will yield the best results when interacting with Copilot. Uploading documents with images or other non-text-based content is possible, but Copilot will not be able to make effective use of this type of information. To improve the best user experience, we recommend viability testing with the types of documents that users are expected to interact with.

### **How do users interact with Copilot?**

To interact with the data in Therefore™, users must access a Copilot interface (e.g. in a browser, Microsoft Teams, or the Copilot app) and thus require a Copilot license from Microsoft.

The Copilot administrator must make the Graph connection available to users, for example by assigning it to a Copilot Agent and granting users the proper permissions to access this agent.

A user with access to the Graph connection in Copilot can interact with the AI agent and ask questions about information in Therefore™.

### How is the user experience determined?

It is important for users to understand that the interactions and experiences they may have with this feature are governed by Microsoft and the Copilot engine. Therefore™ makes the selected information in the repository available to Copilot but has no further influence in how Copilot makes use of the information nor its effectiveness. When using any generative AI engine, users must be aware that answers may be unreliable. There are many factors that will influence a user's experience with this feature, including but not limited to:

- How Copilot or an agent are configured by the administrator (within Azure).
- The description and options configured in the Graph connection.
- The user's own ability to write effective and reliable prompts.
- The other sources of data that may be available to Copilot or an agent.

### How are security and permissions handled?



#### IMPORTANT:

The initial release of this feature is only available in "Preview" mode. In this mode, user permissions in Therefore™ are not uploaded with the documents.

- Information from documents in categories that are selected in the Graph connection will be uploaded to Copilot without a list of access permissions.

- This means that users with access to this Graph connection can potentially view the uploaded information using Copilot.
- To ensure the best experience, we recommend that the administrator carefully select which categories are uploaded to the Graph connection while this feature is in Preview mode. Once the feature is upgraded to include full permission handling, sensitive and confidential information will be protected according to the access control list defined in Therefore™.
- At their own discretion, administrators may employ alternative measures in Azure, such as limiting which Entra ID users have access to the Graph connection

### **When will Preview mode end?**

- Preview mode will end once the feature is upgraded to include the upload of Therefore™ permissions. Once the permissions are included, Preview mode will end, and the security of the Copilot integration will function as described below.
- It is estimated that preview mode will end sometime between November 2025 and April 2026. An announcement will be made when all Therefore™ Online systems have been upgraded.

### **Once Preview mode has ended, the security of the feature will work as such:**

- From a security perspective, Entra ID forms the basic authentication for this feature and is thus required. Users need to authenticate using Entra ID in both Therefore™ and Copilot.
- Each document is uploaded from Therefore™ with a list of access permissions. This information is stored in the Graph connection. When a user prompts Copilot for information, it will check the access permissions and not reveal the information if the user who prompted Copilot does not have the proper permissions on the document in the Therefore™ system.
- The list of access permissions is dynamically updated. When changes are made in Therefore™, these changes will be reflected in the Graph connection.

### **Where and how is data stored?**

In terms of data security, there are two key areas to address:

- **Data in transit:** The Therefore™ system passes the information directly from the repository to the customer's own Azure environment in which Copilot is running. The data transfer is encrypted and occurs directly between Therefore™ and Microsoft Azure. The data does not pass through any other servers or third-party service providers.
- **Data at rest:** While the data is within the Therefore™ Online environment, it is protected like any other data in the repository. The same concept applies to on-premises installations.
- **Once uploaded to the customer's Azure environment,** the data is stored there and subject to the conditions provided to the customer by Microsoft.

### **How is data used by Copilot retained in Azure?**

Once the data is transferred to the customer's Azure environment, Therefore™ no longer has control of it. Any data retention or security policies within Azure are the responsibility of the Azure environment owner.

### **Is any data sent from Azure back to Therefore™?**

No. This integration only allows one-way transfers of data from Therefore™ to the customer's Azure environment.

### **How does this integration work with Therefore™ On-Premises?**

Please note that this feature will be available for Therefore™ On-Premises starting with Therefore™ 2026.

There are no major differences between using the Copilot integration with Therefore™ Online vs. On-Premises. The server running the service must have access to the internet in order to transfer the data to the customer's Azure environment.

## Legal

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