

BoardCue Live Legal and Information Governance Pack

Last updated: 2 October 2026

Status: Draft for adoption after the implementation gates identified below are verified

Current cloud AI processing architecture

BoardCue sends authorised cloud AI requests directly to the Google Gemini Developer API (<https://generativelanguage.googleapis.com>) and OpenAI API (<https://api.openai.com>), using server-held credentials and server-selected models. No Lovable intermediary AI gateway is used in this processing path. The Google service is the Gemini Developer API, not Vertex AI.

Requests using /v1/chat/completions, including product analysis, summaries, minutes, questions, public/support chat and PDF OCR, may make at most 1 alternate-provider attempt when the alternate credential is configured. Failover is permitted for HTTP 401, 402, 403, 404, 429, errors marked retryable by the transport (including HTTP 500 and above, network/read errors, timeouts and unexpected native PDF response-normalisation errors), missing primary credentials or unreadable JSON responses. The original messages, retrieved context and attachments can therefore reach both providers during one logical request; model and provider-specific options are adapted. Input validation, size-limit failures and other non-retryable failures do not trigger failover. This does not guarantee that the alternate provider accepts every payload.

Embeddings do not fail over: product embeddings use Google's gemini-embedding-001 with 3,072 dimensions and response validation. Google PDF OCR sends inline PDF page data to the native generateContent endpoint; it does not upload to a Files API, but remains eligible for chat-path failover. Response parsing after the transport has returned does not itself trigger provider failover. Standard live speech recognition uses the browser/OS speech service, not this cloud AI transport. Local-browser AI is rejected by the server adapter and has no cloud fallback.

The repository establishes API routing, not the supplier account's contractual status. The applicable Google Gemini Developer API and OpenAI API account terms, billing/service tier, DPA and transfer safeguards, processing geography, content-use/training settings, logging and retention must be verified and recorded by the supplier-assurance owner. No zero-retention, UK-only or specific regional AI processing, Google Cloud enterprise controls, enhanced OpenAI retention terms or special contractual arrangement is asserted here.

1. Purpose

This pack consolidates the BoardCue legal, privacy, security and enterprise assurance position following the production architecture audit and supplier review. It deliberately separates verified production facts from contractual wording that depends on engineering completion or vendor confirmation.

2. Core product position

- BoardCue Live is a corporate governance intelligence platform. It is not intended to replace sector-specific operational systems or to act as the primary repository for routine individual case-management records or datasets.
- BoardCue is intended to process board and committee governance information across sectors. Routine individual case-management records or datasets are outside intended use. Board and committee material should use aggregated, anonymised, summarised or otherwise appropriately governed information where practical.
- Personal and special-category information can still appear legitimately or incidentally in governance material, including workforce, complaints, safeguarding, serious-incident and whistleblowing information. The security and data-protection controls therefore remain designed for sensitive information.
- ADEPTABLE normally acts as processor for organisation Customer Content and as controller for its own account, billing, security, support, legal and marketing administration.

3. Verified production facts

Supabase project/storage Production project qzcppefoulvqnfocem. Primary database and document-storage region: United Kingdom.

Enterprise Supabase plan enterprise go-live assumption: Pro or higher. Supabase states Pro projects receive daily database backups with the last 7 days available.

Managed Live transcription Current managed Live Board UI uses browser Web Speech recognition. The browser/OS provider controls its own speech- processing behaviour.

Cloud AI architecture Authenticated BoardCue server -> Google Gemini Developer API and/or OpenAI API under ADEPTABLE-controlled production accounts, with provider/model selection controlled server-side.

Resend Production outbound transactional email is in use.

Postmark Production inbound email route is in use.

Stripe Production payments/subscriptions are in use.

MFA Organisation owners/admins can require MFA for organisation users. Server-side enforcement hardening is an open engineering action.

4. Open gates before stronger enterprise claims

- Direct Google Gemini Developer API and OpenAI API services: maintain current supplier assurance covering processing locations, retention, logging, data-sharing/model-training settings, DPAs and international- transfer safeguards.
- Full organisation exit: implement and test the complete organisation archive, read-only closure state, 14-day download window and deterministic deletion workflow before making the 14-day promise unconditional in public terms.
- Deletion integrity: verify all database foreign keys, storage classes, derived data and backup lifecycle handling.
- Availability: implement meaningful health monitoring and monthly availability measurement before activating a 99.5% contractual SLA.
- Malware scanning: identify the production scanning provider, if configured. Do not name Cloudmersive or another scanner as an active subprocessor until deployment evidence confirms it.
- Security assurance: obtain Cyber Essentials and an independent penetration test as the enterprise assurance programme matures.

5. Documents in this revision

- Terms and Conditions
- Privacy Policy
- Data Processing Agreement
- Master Product DPIA
- Customer Deployment DPIA Template
- Subprocessor and Data Flow Register
- Data Retention and Deletion Schedule
- Security and Information Governance Overview
- Personal Data Breach and Incident Procedure
- Meeting Participant Privacy Notice Template
- Sector-specific assurance statement where relevant to a customer's industry or regulatory environment
- Enterprise Service Level Schedule - draft activation wording

6. Adoption rule

Public legal pages should only state controls as current facts where the underlying product or production account has been verified. Engineering implementation notes belong in this assurance pack, not in public-facing Terms.

7. Hosting update - 30 August 2026

Production hosting change: BoardCue's production Supabase environment was migrated on 30 August 2026 so that the primary application database and document storage are hosted in the United Kingdom. This pack therefore supersedes the previous non-UK hosting references. Other subprocessors may involve international processing and remain governed by the Subprocessor Register and applicable transfer safeguards.