

BLITZSUPPORT AI PROCESSING APPENDIX

Last updated: February 2026

This appendix provides supplementary information about how BlitzSupport uses AI capabilities within the platform. It should be read in conjunction with our Privacy Policy and Data Processing Agreement.

1. AI Features

BlitzSupport integrates AI capabilities across two areas:

(A) Core AI Copilot (default): BlitzSupport uses AI to support customer support workflows. AI is invoked automatically when incoming emails or tickets are received and processed in the platform to support inbox triage and reply recommendations. In addition, support agents may manually invoke AI features such as conversation summarization, reply drafting (suggesting responses to support tickets), and an AI assistant that can help analyze support content and customer-configured knowledge sources (for example, content provided or connected by the customer, such as documents or URLs configured within the platform).

(B) Optional AI Workflows and Agentic Execution (configurable): BlitzSupport can also enable customers to configure workflows that are staffed with AI agents. These AI agents can, depending on customer configuration, interact with customer-selected tools and systems (for example via OpenAPI-based integrations or MCP servers). Customers define what tools are connected, what actions are permitted, and what data may be accessed or processed through those connections. BlitzSupport uses a third-party AI service (OpenAI) as the underlying technology for these features. Only external tools explicitly connected and authorized by the customer are available to AI agents.

2. Data Processed by the AI

When an AI feature is used, BlitzSupport sends the context data required to generate the requested output. This may include:

- the text of a support conversation thread (including inbound emails and ticket content),
- relevant metadata needed for triage or generation, and
- attachments, where applicable.

For example:

- Inbox triage may involve sending the incoming message content and relevant context to the AI.
- Summarizing a ticket may involve sending the conversation history to the AI.
- Drafting a reply involves providing the conversation context so the AI can formulate a coherent response.
- Using the AI assistant in chat mode may involve providing related knowledge base content or recent conversation context.

We aim to send only the data reasonably necessary for the AI to perform the relevant function. Attachments may be forwarded to the AI service as provided in the ticket or email, depending on the feature and supported formats.

For optional workflow automation and agentic execution, the AI may also process workflow inputs, relevant configuration context (for example, tool descriptions and schemas), and the results returned by connected tools. Any data made available to an AI agent through connected systems depends on the customer's configuration, permissions, and the data the connected systems expose.

3. Human Oversight

AI outputs are intended to assist your support team. BlitzSupport does not use AI to make autonomous decisions without human oversight:

- Any AI-generated draft message intended for an end-customer is presented to a human support agent for review. Agents can edit or discard AI suggestions before sending. BlitzSupport does not automatically send AI-generated messages to end-customers.
- For optional workflow automation and agentic execution, AI agents may propose or perform actions through customer-configured tools and integrations, subject to the customer's configured permissions and controls. Customers remain responsible for the configuration and authorization of connected tools.
- In the agent-facing AI chat (where an agent can ask the AI for assistance), the interaction is directly between the agent and the AI model. These responses are generated without individual human review but may be subject to content filtering and moderation controls.
- AI may sometimes produce imperfect or incorrect suggestions. Users should treat AI outputs as drafts and apply professional judgement before acting on them.

4. Data Handling and Privacy

When personal data is sent to the AI service for processing, the following safeguards apply:

- **Secure transmission:** Data sent to the AI API is encrypted in transit using HTTPS.
- **No opt-in for training or optional data sharing:** BlitzSupport uses the OpenAI API under business terms and does not opt in to share customer content for model training or improvement. Where OpenAI offers optional data sharing controls, BlitzSupport disables such options in its configuration.
- **Data minimization:** We send only the data reasonably necessary for the AI to perform the relevant function.
- **Access control:** AI features can only be invoked through authenticated access within the customer's BlitzSupport workspace. End-customers do not have direct access to the AI via BlitzSupport.
- **Logging:** BlitzSupport logs AI feature usage and AI execution within the platform for operational security, troubleshooting, and service improvement. Depending on the feature and context, these logs may include details necessary to investigate incidents and improve reliability. We aim to minimize logged content to what is reasonably necessary for these purposes. Access to these logs is restricted, and they are stored securely and handled under the same retention and deletion principles as other service data under the applicable Customer relationship.
- **OpenAI retention:** OpenAI may retain API inputs and outputs for limited periods for abuse monitoring, compliance, and related purposes as described in OpenAI documentation, contractual terms, and OpenAI data controls.

5. Compliance

The use of AI in BlitzSupport is covered by our Data Processing Agreement:

- OpenAI is listed as a subprocessor in the DPA (Annex 3). We maintain a data processing agreement with OpenAI.
- If customer personal data is subject to a restricted international transfer, appropriate safeguards apply as described in the DPA (including Annex 4, where applicable).
- We inform customers of AI usage so they can update their own privacy notices as needed (for example, to inform their end-users that support inquiries may be processed by AI).
- AI suggestions are not used for automated decision-making that would have legal or similarly significant effects on individuals without human intervention (GDPR Article 22).

6. Transparency

BlitzSupport provides transparency about how AI features process data so that customers can make informed decisions and meet their own information obligations towards end-users.

7. Contact

If you have questions about our AI integration and data handling, please contact us at:

- Email: privacy@aigonomic.com
- Address: aiGonomic GmbH, Ghersburgstraße 4I, 83043 Bad Aibling, Germany