Manual al Instante

VERSION 1.0 · NOVEMBER 2026

Security and data protection dossier

For the IT team and the person responsible for data protection.

WHAT MANUAL AL INSTANTE IS

Every machine carries a QR label. The person using it scans it with their phone, asks in their own language and gets the exact answer from that machine's documentation, with the page it comes from. If the answer is not in the documentation, it says so instead of making it up. There is nothing to integrate with other systems: the manuals are loaded and the labels are printed.

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00

On one page

Data in the EU

Database and storage in Ireland (eu-west-1). Option to install on your own infrastructure.

Encryption

TLS 1.3 with HSTS in transit and AES-256 at rest. Downloads through short-lived signed links.

Isolation

Row-level security on every table: each customer and each person only see their own data.

No training

Model providers do not train on data received through their API.

No monitoring of operators

Questions asked from the label are recorded against the machine, not the person.

Traceability

Query log and verified answers with name and date. Records with a SHA-256 fingerprint.

GDPR

Data processing agreement (art. 28), published sub-processors and rights handled within 30 days.

Free exit

On cancellation, full export (JSON and original PDFs) and deletion within 30 days at most.

01

What data we process and where it is

We process three kinds of data: the technical documents the customer loads (manuals, procedures and regulations), the queries and answers generated through use, and the account details of the people who administer the service.

Documents, queries and verified answers are stored in Supabase, in Ireland (eu-west-1 region). Plants that need it can have their own database project with their own keys, or an installation on their own infrastructure.

To answer a question, only the necessary passages from that machine's documentation are sent to the language model provider and the search providers (see sub-processors). The full manual is not sent.

02

Encryption

- In transit: TLS 1.3 with HSTS on all communications.
- At rest: AES-256 in the database and storage.
- Original PDF downloads through short-lived signed links, only for people with access to that manual.
- Daily encrypted backups, kept for 30 days.

03

Access and permissions

- Row-level security on every table and a single gateway to content: permissions are checked on every search, answer, download and report.
- Administrator accounts with magic link, password or corporate single sign-on (Azure AD or Google), on the principle of least privilege.
- For operators, the label works without an account. Each plant decides what can be seen without an account on each machine and can mark manuals as confidential.
- Access from the label can be open, limited to the plant's network or require an account, depending on the plant.
- Protection of account-free access: a limit on queries per machine per day, throttling against code guessing and daily purges of temporary data.
- Permissions by area or department, enabled per installation when the plant needs them.
- Audit logs of access and sensitive actions.

04

Artificial intelligence and your data

- Answers are generated with Anthropic's Claude models. Specialised AI providers also help find the passage in each manual that answers the question. All are used through their APIs.
- According to their terms of use, none of these providers trains its models on data received through the API.
- The assistant only answers from the loaded documentation. If the answer is not there, it says so and the question is logged as a gap for someone responsible to fill.
- The internet is never searched from the label. In the office chat, only if the person presses the button to search public documentation, and the results are marked as public documentation, kept separate from the customer's.
- Every answer carries a visible notice that it is AI-generated and the page citation to check it.

05

Logging, traceability and evidence

- Log of every query: what was asked, on which machine, and which document and page were used to answer.
- Verified answers with the name of the person who verified them and the date. If the underlying manual changes, they are flagged for revalidation.
- Records in Word and JSON with a SHA-256 fingerprint, supporting ISO 9001 (7.5.3), Spanish Law 31/1995 (arts. 18 and 19) and the AI Act (art. 4). They help you demonstrate; they do not certify compliance.
- Queries from the label are recorded against the machine, not the person asking.

06

Data protection (GDPR)

The customer is the controller of the documents it loads and Manual al Instante acts as processor, under a signed data processing agreement (GDPR, art. 28). These are the application's sub-processors; the full named list is provided with the data processing agreement. Any change of sub-processor is notified 30 days in advance so the customer can object. Providers outside the EU operate under the European Commission's standard contractual clauses.

PROVIDER	ROLE	REGION
Supabase	Database and storage	EU (Ireland, eu-west-1)
Vercel	Application hosting and edge network	EU regions
Anthropic	Claude language model (API)	EU or US, depending on the endpoint
AI search providers	Finding the passage in the manual that answers	US and Canada

- Rights of access, rectification, erasure, objection, restriction and portability: info@manualalinstante.es, within 30 calendar days.
- Retention: documents while the contract is active; query logs 12 months by default, configurable by contract; contact details for the duration of the relationship plus 3 years for tax obligations.

07

Continuity and exit

- Daily encrypted backups, kept for 30 days.
- No lock-in. If the customer cancels, we export everything at no cost: queries and answers in JSON and a copy of all original PDFs.
- After export, documents are fully deleted within 30 days at most.

08

Deployment options

OPTION	FOR WHOM	DATA
Shared EU cloud	Plants and fleets that want to start without touching their systems	Ireland (eu-west-1), isolated per customer
Dedicated project	Plants that want their own database and keys	Ireland (eu-west-1), own project
On your infrastructure	Groups with their own IT requirements	On your servers, with a Docker image

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How we work on quality

- Our own published benchmark: 97.4% correct answers across 3,276 answers on six public manuals, with the failures explained (manualalinstante.es/en/benchmark).
- 45+ test suites on every change and five reviews per release: security, code, design, usability and legal.

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What we do not have yet

We do not yet hold SOC 2 or ISO/IEC 27001 certification. We operate with the controls they require (access management, backups, audit logs and encryption) and sign whatever confidentiality agreements your organisation needs.

CONTACT

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This document summarises the measures in force on the date shown. Contractual detail is in the data processing agreement and the privacy policy (manualalinstante.es/en/privacy).