

BoardCue Live Legal and Information Governance Pack

Revised enterprise assurance edition

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

Prepared: 30 August 2026

Provider: ADEPTABLE LTD, company number 14486740

Product: BoardCue Live

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

Item	Verified position
Supabase project/storage	Production project qzcppefoulvqnfoqcem. 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 Cloud Vertex AI 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 Cloud Vertex AI 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.