

AI in Cynomi: What Happens to Your Clients' Data

For Cynomi partners and their clients

The 30-Second Answer

If a client asks what happens to their evidence and policies when your team uses Cynomi's AI features:

- Their material is processed by a short list of named AI providers, and it stays in their own region, US customers are served from US tenants, EU customers from EU tenants. We can tell you exactly which providers.
- It is not used to train AI models, not Cynomi's, not our providers'.
- Cynomi may use anonymized, aggregated data for training. That data cannot be traced to any customer and never includes material a partner or client has uploaded to the portal.
- The AI model providers keep nothing once the request completes (zero data retention).
- Our AI observability platform (Langfuse) retains logs for a limited period, currently six months, to run and debug the service.
- Client environments are separated. One client's material is not surfaced into another client's environment, and no service provider can reach another's data.
- Your client owns its material throughout. Using AI does not change that.

How it Works

Named providers, not a black box.

Cynomi discloses every AI provider that processes partner and client data, along with what each one does. The list is published and dated, not buried. Partners can see exactly which providers are involved rather than having to establish whether some undisclosed public AI service is in the path.

Data stays in your region.

Cynomi operates regionally separated tenants with every provider in the chain. US customers are served from US tenants; EU customers from EU tenants. This applies to the AI providers, not only to storage, a client's material is not routed to another region for AI processing. Regional separation is architectural, so it holds regardless of which feature a user invokes.

No model training.

Cynomi does not use partner or client evidence, policies, procedures, assessments or other material to train, fine-tune or improve AI models. This applies to Cynomi's own models and to those of our AI providers. Anonymized, aggregated data, which cannot be traced to any customer and contains no material uploaded to the portal, may still be used to train or improve models. Material submitted through Cynomi does not enter a public AI service's general data pool.

Nothing retained by the provider.

The AI model providers process partner and client data under Zero Data Retention or equivalent enterprise arrangements. Our observability platform is the one exception: it keeps operational logs for a limited period (see below).

AI acts on instruction, within permissions.

AI features process data in response to an action taken by an authorized user, or a task the user has configured. Only the data the task requires is sent for processing. The AI operates inside the permissions that user already holds — it does not widen access, and it does not bypass the platform's existing controls. AI actions are logged.

Separation between clients.

Client environments are logically separated. The platform does not surface one client's material into another client's environment. Where Cynomi provides functionality allowing a service provider to work across its own client base, that functionality is scoped to that provider's own clients and never spans service providers. Using an AI provider does not create a shared knowledge base between Cynomi customers.

Ownership stays put.

Your client retains ownership of its evidence, policies, procedures and assessments. Cynomi does not acquire ownership of that material, and it remains subject to the confidentiality, security and data-processing commitments in your agreement.

Where This Sits in Your Agreement

Clause names rather than numbers, since executed agreements may be negotiated variants of the standard template.

Question	Where it's Addressed
Is our material confidential?	Partnership Agreement — Confidentiality
What data does Cynomi process, and on what basis?	Partnership Agreement — Partner Data
Who owns what?	Partnership Agreement — Proprietary Rights
How is personal data handled? Which sub-processors?	Data Protection Addendum (EU or US, as applicable) — including the sub-processor schedule and, for EU/UK transfers, the Standard Contractual Clauses
What are our obligations to our clients?	Partnership Agreement — Partner Data; see below
Audit and certification	Partnership Agreement and DPA audit provisions; SOC 2 available via the Trust Center

Your Cynomi contact can point you to the specific numbered clauses in your executed copy.

Your Obligation to Your Clients

There is a pass-through, and it sits with you.

Under your Partnership Agreement, you warrant that you have obtained and will maintain the consents, licenses and legal bases needed to place client data into Cynomi and to permit Cynomi to process it as the agreement contemplates, which includes processing by Cynomi's technology and AI providers. Your agreement with your client should authorize this.

Most managed-services agreements already do, through general sub-processor language. If yours does, you need no change. If you want belt-and-braces cover, these two clauses are safe to add either way. Have your own counsel review before use.

Technology Providers. The Client acknowledges that the Provider delivers the Services using third-party technology platforms, and that Client Data may be processed by those platforms and their sub-processors. The Provider maintains a current list of such platforms and will make it available to the Client on request, and shall ensure each is engaged under written terms imposing confidentiality and data-protection obligations no less protective than those in this Agreement.

AI Processing. Client Data may be processed using artificial-intelligence functionality within the Provider's technology platforms, initiated by an authorized user in the course of delivering the Services. Client Data is not used to train, fine-tune or develop any artificial-intelligence model, and is not disclosed to any other client of the Provider or of its technology providers. The Client retains all right, title and interest in Client Data. AI-generated output is reviewed by qualified personnel before being relied upon or delivered to the Client.

The final sentence of the second clause is a commitment you make, not one Cynomi makes. No vendor can warrant AI output accuracy. Human review before client delivery is your control and your professional obligation, and stating it turns the accuracy question from a vendor risk into evidence of your process, which is what a client's auditor wants to see.

AI Providers

Every provider that processes customer data is used through regionally separated tenants: a US tenant serving US customers and an EU tenant serving EU customers. Google Cloud Platform is listed for transparency only; it powers partner-initiated prospecting research and does not process customer or client data.

Provider	Role	US Customers	EU Customers	Retention
Google Cloud Platform	Prospecting research (partner-initiated)	US tenant	EU tenant	Not applicable — no customer data processed
OpenAI	AI model inference	US tenant	EU tenant	Zero Data Retention
Langfuse GmbH	AI observability and monitoring	US tenant	EU tenant	6 months log retention
Amazon Web Services	Compute, storage, AI	US tenant	EU tenant	Zero Data Retention (for AI usage)

Current as of August 18, 2026. The authoritative list for EU customers is the sub-processor schedule in the EU Data Protection Addendum; the Cynomi Trust Center carries the current list for all regions.

Questions Clients ask Next

Where does the AI processing happen?

In your region. Cynomi runs separate US and EU tenants with each provider: US customers' data is processed in US tenants, EU customers' data in EU tenants. AI inference follows the same split as storage — data is not routed cross-region for AI processing.

Does Cynomi staff read our prompts?

Cynomi staff have no access to live prompt sessions. AI interactions are logged in our observability platform for a limited period (currently six months) and may be used for quality improvement and debugging.

What if we don't want AI features used on a particular client?

AI features can currently be disabled at the sub-account level.

Are we told when a new AI provider is added?

Yes. We notify ahead of heading any sub-processor, AI sub-processors are no exception.

Is the AI's output guaranteed to be accurate?

No, and no vendor can honestly claim otherwise. Cynomi's AI supports a qualified practitioner's judgment rather than replacing it, and output should be reviewed before it reaches a client. This is consistent with the warranty terms in your Partnership Agreement.

Why Cynomi

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| ✓ Easy to Use
Intuitive, wizard-driven experience. | ✓ Expert Outcomes at Scale
We carry the complexity,
you take the credit.. |
| ✓ Fast Time to Value
Rapid onboarding for partners and
your customers. | ✓ GTM Enablement & Community
Education, sales and co-marketing
supporting your success |
| ✓ Revenue Growth
Built-in opportunity identification,
business translation and proof of value. | ✓ Cybersecurity Mission-Driven
Empowering you to protect
every client |
| ✓ Operational Efficiency
No more spreadsheets, scalable delivery. | ✓ 100% Partner-Only
No conflict, ever. |

About Cynomi

Cynomi is the agentic Security Growth Platform for service providers, powered by CISO Intelligence that delivers the decision-making logic of an experienced security leader embedded into every workflow. Purpose built for MSPs, MSSPs and consultancies, Cynomi helps service providers deliver, scale, and grow cybersecurity services across every client and every maturity level. By combining complete security program management with portfolio-level revenue insights, Cynomi turns cybersecurity into a repeatable, profitable growth engine that improves margins, standardizes delivery, strengthens client trust, and uncovers new recurring revenue opportunities. Partner with us at www.cynomi.com.