



# Trust, Privacy & AI Security

Accentua Group – Public Policy Extract

This document provides a public overview of how Accentua Group protects data, ensures privacy, and governs the use of AI-enabled language services using trusted platforms and recognised security principles.

## How We Protect Data

- Personal data is processed lawfully, securely, and for defined purposes only.
- Access to systems and data is restricted, monitored, and logged.
- Data retention and secure deletion follow documented controls.
- GDPR rights are supported across applicable services.

## AI-Enabled Language Services

- AI tools support, but do not replace responsible human decision-making.
- Customer content is not used for unauthorised AI model training.
- Human-in-the-loop safeguards are applied where appropriate.

## Trusted Platforms & Infrastructure

Accentua works with reputable technology partners that publish transparent security and compliance information, including:

- Accentua AI Translate (platform privacy and GDPR compliance)
- Sinch (communications infrastructure)
- TransIP (EU-based hosting and infrastructure)

## Governance Statement

AI-enabled language services are governed using a risk-based model aligned with ISO/IEC 27001 principles and informed by EU AI governance expectations, including transparency, data protection, and human oversight.

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V2. April 2026