

# AI Policy & Trust Centre

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AI is core to how ProcurePro works, not an add-on. This page explains how we operate and how your data is handled.

## The basics

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### What does AI do in ProcurePro?

AI helps teams draft documents, evaluate supplier responses, summarise contracts, and make faster decisions. It's built into the product throughout — not a feature you switch on.

### Which Large Language Models (LLMs) does ProcurePro use?

We use models from leading providers, selected via dynamic routing based on the best fit for each task:

- OpenAI (GPT series)
- Anthropic (Claude series)
- Google (Gemini series)

We test and swap models regularly as the AI landscape evolves. We will endeavour to update this list when providers change.

### How are responses generated?

Your input is sent over an encrypted connection to the relevant LLM provider. The model generates a response and returns it to ProcurePro. The provider does not store your input or output beyond that request.

### Can I turn off AI features?

No. AI is integral to ProcurePro and cannot be disabled. If your organisation's policy prohibits AI-powered tooling, ProcurePro may not be the right fit.

## Your data

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**We opt out of AI model training on all third-party providers. Your data is never used to train any model.**

### Will my data be used to train third-party AI models?

No. We opt out of training across all third-party LLM providers we use. Your prompts, documents, and procurement data will not be used to train or fine-tune any model.

### Do any LLM providers store my data?

No. None of our providers retain your inputs or outputs. Each request is processed in isolation and discarded. You can check our providers' websites for their privacy and security policies.

### What are providers' data retention obligations?

Our agreements with all LLM providers require no retention of customer data beyond the immediate API call and short term monitoring. This is a contractual obligation.

### How is data protected when sent to providers?

All data is transmitted over TLS-encrypted connections. Providers are bound by DPAs reflecting our obligations to you under UK GDPR and the Australian Privacy Act. Further details of our IT security is available on request.

### Does my data leave Australia or the UK?

ProcurePro is hosted in Australia, the UK and UAE depending on the customer's location & preference. AI processing may route through provider infrastructure in the other regions (eg: the US). For UK customers - standard contractual clauses apply under UK GDPR (where there is a restricted transfer). For Australian customers - we comply with Australian Privacy Principles (APP 8) on cross-border disclosure.

### What compliance standards apply?

Our LLM providers hold SOC 2 Type II and ISO 27001 certifications (or equivalent). ProcurePro is SOC2 certified. Our full DPA and sub-processor list are available at <https://procurepro.co/data-processing-agreement>

## Legal considerations

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### Who owns AI-generated content?

You do. Content generated using your data and prompts belongs to you. ProcurePro makes no claim over AI outputs produced in your account.

### Are there rules on how I can use AI features?

Yes - AI features are subject to our terms that apply to you, which may include our ProcurePro SaaS Supply Terms, our Acceptable Use Policy or our BidLevel Supply Terms. You must not use them to generate unlawful content, infringe third-party IP, or produce misleading outputs. You are responsible for reviewing AI output before use.

### How accurate is AI-generated content?

AI output is a starting point, not a finished product. Models can produce responses that look correct but aren't — sometimes called hallucination. Always review before using in a procurement process or contract. ProcurePro is not liable for decisions based on unreviewed AI output.

### What regulations apply?

ProcurePro operates in Australia and the UK. In the UK, the UK GDPR, the Data Protection Act 2018, and in Australia, the Australian Privacy Act 1988, apply in full. There is no standalone AI legislation in either jurisdiction yet. We monitor developments in both markets.

## Further questions?

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**Email** [privacy@procurepro.co](mailto:privacy@procurepro.co)

**Web** [procurepro.co](https://procurepro.co)