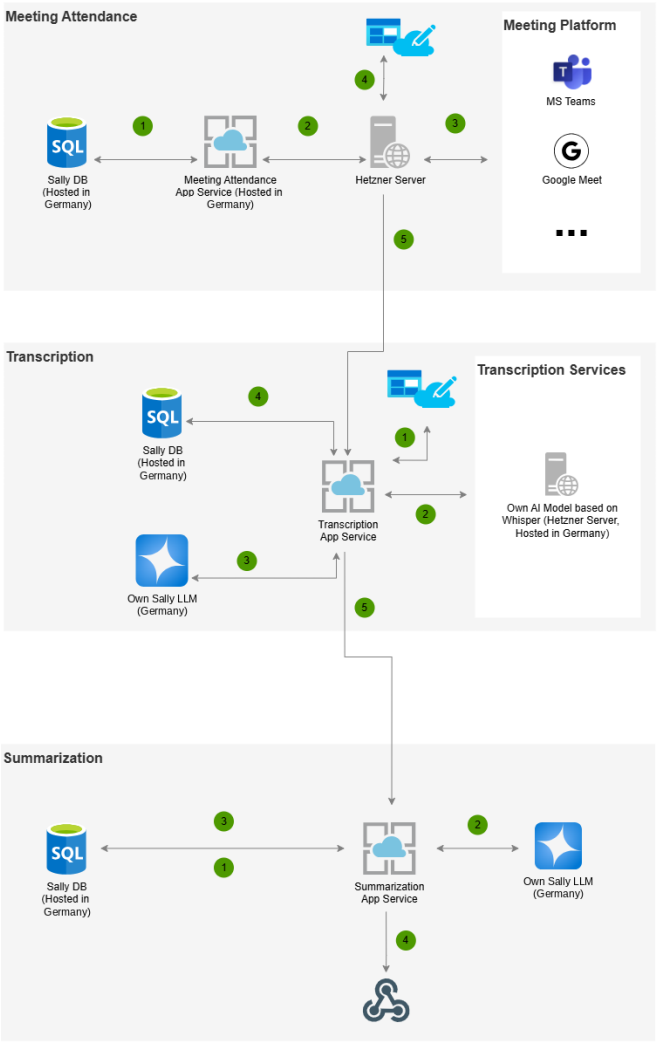
Annex 7: Process descriptions for the use of Sally

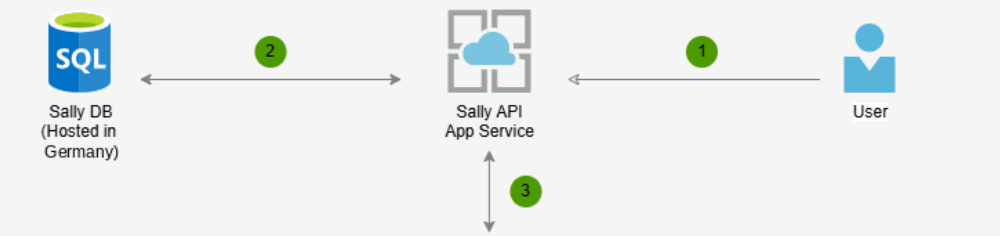


1. The Meeting Attendance Service uses the Sally DB data to check whether attendance at a meeting is expected. Both systems are hosted at Hetzner in Germany.
2. If a meeting has been found that Sally should attend, a new Hetzner node is started in our Kubernetes cluster and the meeting url is passed to the service. The service itself was programmed 100% in-house and Hetzner is only the infrastructure provider. The Hetzner servers used are located in Germany.
3. The new Hetzner node within the Kubernetes cluster emulates a meeting participant, starts the meeting participation and starts the meeting recording in the form of a video or audio file (depending on the setting). This continues until the meeting is finished, Sally is removed from the meeting or the term 'Opt out' is written in the chat. In the case of 'Opt out', the process stops at this point.
4. As soon as the meeting has ended or Sally has been removed from the meeting, the Hetzner Kubernetes node saves the data in object storage at Hetzner in Germany.
5. The Hetzner Kubernetes node makes an HTTPS request to start the transcription service.

1. Based on the HTTPS request, which starts the transcription service, the audio file is loaded from object storage in Germany. Like all other communication, the transfer takes place via encrypted communication.
2. Transcription is normally carried out via our in-house transcription service, which runs on a server with a graphics card (GeForce 4090 24GB or comparable) with our own trained AI model based on the Whisper model. We train only on our internal data: No customer data is included!
3. Once the transcription is complete, we use various AI prompts on our own Sally language model to further optimise the transcription. The model is operated exclusively on our own infrastructure in Germany; no external AI providers are involved and the conversation content never leaves our own infrastructure. It is ensured that the data is NOT used for further training.
4. The transcript is stored in the Sally DB (data centre: Germany). The connection between the systems is encrypted for the transport.
5. Once the transcript is ready, the summary service is started via an encrypted HTTPS connection.

1. Based on the HTTPS request, the Summarisation Service, which is hosted in Germany (Hetzner data centre), loads from the Sally DB via encrypted connection the information from the transcription and also all additional data known for the appointment (subject, description, participant, start time, end time, location).
2. The Summarisation Service then applies several consecutive prompts on our own Sally language model, which is operated exclusively on our own infrastructure in Germany. No external AI providers are involved and the conversation content never leaves our own infrastructure. It is ensured that the data is NOT used for further training.
3. The resulting data or information is simply written back to the database. Only an encrypted connection is used for this. The data itself is also stored in the database in encrypted form.
4. After the summary & transcription are fully saved, the system calls user-configured webhooks (HTTPS, Zapier, Power Automate, ...). This is an optional step as it is configured by the user. If nothing is configured, this step is skipped.

Integration 3rd Party - Synchronization

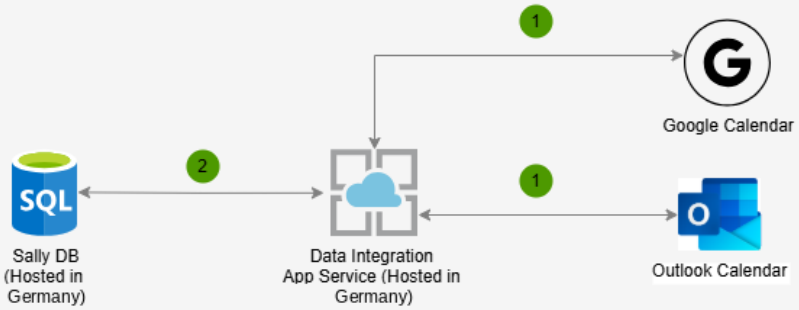


3rd Party Tools



1. As part of the native integration of 3rd party tools, the user has the option of transferring data to third party systems such as Asana, Trello, OneNote, SAP, Hubspot, Dynamics, etc. via a keyed connection. The use of this service is the sole responsibility of the user and is optional and manual.
2. The Sally API loads the data to be transferred from the Sally DB (hosted in Germany) via an encrypted connection.
3. The data is transferred to the third-party system exclusively via an encrypted connection. The prerequisite for the transfer is the disclosure of the login information for the third-party system by the user. We use the so-called OAuth procedure for the login process and store the resulting token (as well as the refresh token) within the Sally DB.

Calendar - Appointmentsynchronisation



1. With the help of the Google Calendar API and the Outlook API (Microsoft Graph API), the data of the appointments (subject, description, start/end time, location, participant ICalID) are loaded. This task is done within an app service located in Germany.
2. The loaded data is stored in a SQL database located in Germany.