



SECURITY & COMPLIANCE

Service levels, support and maintenance terms

Channels, maintenance, dependencies and conditions for agreed levels.

Product	Andrea AI
Code	AND-PUB-23-EN
Document edition	Edition dated 29 July 2026
Effective / review	2026-07-29 / 2027-01-29
Document owner	Niltech Europe S.r.l. · Compliance & Security
Classification	Public

Preamble, nature and effect of this document

Niltech Europe S.r.l., with registered office at Via Calmaggione 5, 31100 Treviso (TV), Italia, VAT No. IT 05614380268 ("Niltech"), adopts this document in order to explain request classification, support, maintenance, communications and measurement without creating unsigned SLAs.

These provisions become binding to the extent accepted, incorporated into an order or made part of the applicable agreement. In case of conflict, mandatory law, the DPA for processing matters, the executed order, special terms and these general terms prevail in that order.

Service levels are contractually effective only when incorporated into an order or executed schedule. This public document sets general measurement, exclusion, support and maintenance principles without introducing unagreed numerical thresholds.

Personal and material scope

The objective scope includes Andrea AI, its public interfaces and processing strictly connected with the described functions. The commercial website and document library are published on andreaaiagent.com and use Bluehost infrastructure, MySQL and server mail transport. The application is made available through the separate andreaai.net domain on Hetzner infrastructure; Pinecone, Cloudflare, OpenAI and Google Gemini are involved only within the functions and agreements applicable to them.

The relevant operations concern document and image intake and analysis, policy-reading support, estimates and report drafts, case-file organisation, and ESG indicators only where supported by verifiable data. Potential information categories are: contact and prospect data on the website; in the application, case data, documents, images, notes, technical metadata and AI-assisted outputs according to configuration and contract. The actual privacy role, lawful basis and extent of processing depend on the contractual relationship and the lawful instructions of the party determining purposes and essential means.

Definitions and interpretation

- "Service" means the Andrea AI functions made available under the agreement.
- "Customer" means the legal person or professional entering into the agreement with Niltech.
- "Authorised User" means an individual enabled by the Customer to use the Service under its responsibility.
- "Customer Data" means data, documents, images, instructions and other content submitted or generated on the Customer's behalf.
- "Assisted Output" means a result produced through automated rules or artificial-intelligence components and subject to the stated controls.
- "Further Supplier" means a third party providing Niltech with a technical service relevant to the documented scope.



- “Incident” means an event compromising or capable of compromising confidentiality, integrity, availability, authenticity or resilience.
- “Business Day” means a day other than Saturday, Sunday or an Italian national public holiday.

Specific duties and safeguards

1. Within its assigned role and without prejudice to the Customer's responsibilities, Niltech shall identify authorised channels, hours and required information. The applicable file identifies the owner, scope, dependencies, acceptance criterion and evidence; absent those elements, the safeguard is not treated as demonstrated.
2. Within its assigned role and without prejudice to the Customer's responsibilities, Niltech shall classify impact and priority using shared criteria. The applicable file identifies the owner, scope, dependencies, acceptance criterion and evidence; absent those elements, the safeguard is not treated as demonstrated.
3. Within its assigned role and without prejudice to the Customer's responsibilities, Niltech shall assign owner, updates and escalation path. The applicable file identifies the owner, scope, dependencies, acceptance criterion and evidence; absent those elements, the safeguard is not treated as demonstrated.
4. Within its assigned role and without prejudice to the Customer's responsibilities, Niltech shall distinguish incident, request, problem and change. The applicable file identifies the owner, scope, dependencies, acceptance criterion and evidence; absent those elements, the safeguard is not treated as demonstrated.
5. Within its assigned role and without prejudice to the Customer's responsibilities, Niltech shall communicate maintenance and distributions under the contract. The applicable file identifies the owner, scope, dependencies, acceptance criterion and evidence; absent those elements, the safeguard is not treated as demonstrated.
6. Within its assigned role and without prejudice to the Customer's responsibilities, Niltech shall calculate metrics only using agreed formulas, windows and exclusions. The applicable file identifies the owner, scope, dependencies, acceptance criterion and evidence; absent those elements, the safeguard is not treated as demonstrated.

Service

Andrea AI: document and image intake and analysis, policy-reading support, estimates and report drafts, case-file organisation, and ESG indicators only where supported by verifiable data.

Functions, environments, users, limits and availability are defined in the order or pilot.

Support

The public channel is info@nil-tech.net. Operational channels, hours, priorities, authorised contacts and escalation are contractually defined; security requests follow incident handling.

Maintenance and changes

Planned maintenance, urgent fixes and dependency changes are managed according to risk and contract. Communications distinguish product, provider and customer unavailability.

Levels

This summary introduces no uptime, credits, response or recovery times. Such values exist only when expressly executed and measured under the agreed method.

Scope, audience and status of this document

This document is intended for customers, prospects, authorised users, advisers and control functions needing to understand the Andrea AI scope. Its specific objective is to explain request classification, support, maintenance, communications and measurement without creating unsigned SLAs. It applies to the stated document revision and date and must be read with the applicable agreement, order, DPA, technical specifications and controlled procedures.



The commercial website and document library are published on andreaaiagent.com and use Bluehost infrastructure, MySQL and server mail transport. The application is made available through the separate andreaai.net domain on Hetzner infrastructure; Pinecone, Cloudflare, OpenAI and Google Gemini are involved only within the functions and agreements applicable to them.

Executed agreements and actually approved configurations prevail in case of inconsistency. Public information describes the control programme; it does not turn optional provider capabilities into Niltech controls or automatically attest legal applicability or satisfaction.

Exceptions, non-conformity and escalation

A deviation is not accepted by custom. The owner records the affected requirement, cause, impact, exposed data and persons, compensating measures, approver, expiry and closure criterion. The exception is reviewed if risk changes or a measure does not work as expected.

Incidents, possible unlawful processing, loss of data control, outputs with severe impact, contractual breaches, unapproved suppliers or unreliable evidence must be escalated without delay. Current Legal and functional scope: The documented scope includes the commercial website, the public library and, where expressly stated, processing connected with the application.

- contain risk and suspend the affected phase where needed
- preserve evidence, timing, decisions and communications
- involve privacy, security, product, legal or management owners as appropriate
- resume only after measure verification and documented authorisation

Review, change and improvement

The document is reviewed at least every six months and earlier when purpose, audience, data, GDPR or AI Act role, supplier, model, architecture, location, contractual terms or legal requirements change. Incidents, complaints, failed tests and new vulnerabilities trigger an extraordinary review.

Each review records inputs, participants, decision, changes, superseded evidence, remaining gaps and next date. Material corrections are published without retroactively altering the prior document revision. Contact and requests: info@nil-tech.net.

- check change register and related documents
- retest affected controls
- update manifest, PDF, HTML and hashes
- notify recipients where the change affects their rights or duties

Effect and measurement method

Availability, support hours, priorities, acknowledgement and restoration times, maintenance and credits are binding only where stated in an order or schedule. This policy creates no implied thresholds and does not convert internal objectives into warranties.

An agreed metric must define numerator, denominator, time zone, source, window, rounding, exclusions and dispute method. Only expressly stated and causally relevant circumstances are excluded; a third-party dependency is not automatically excluded.

Support, maintenance and remedies

Reports are classified by verifiable impact and urgency, not merely the requester's label. The Customer supplies reproducible information without excessive data; Niltech provides status updates, coordinates workarounds and closure and protects security information.

Material maintenance is notified under the agreement. Emergency measures may be taken without advance notice where necessary for security or law, with notice as soon as reasonably possible. Credits, reperformance,



termination or other remedies are those expressly agreed and do not prejudice mandatory rights.

Allocation of responsibility and reliance limitations

Within its sphere of responsibility, the Customer warrants the lawfulness of submitted data and instructions, user authorisation, suitable lawful bases and notices, and professional verification of outputs. Niltech remains responsible for activities directly under its control and does not assume the Customer's regulatory, professional or decision-making functions.

Outputs from Andrea AI are auxiliary. Unless expressly agreed and subject to mandatory law, they are not legal advice, an expert determination, insurance decision, liability finding, credit assessment or other reserved professional act. The recipient must examine sources, completeness, consistency and consequences before use.

Nothing excludes liability that cannot lawfully be excluded. Outside those cases, attribution, remedies, limitations and quantification principles follow the applicable agreement, taking account of contributory conduct, mitigation duties and foreseeability under the governing law.

Evidence, review, requests and governing law

Every material assertion must be traceable to a contract, approved configuration, register, minutes, test, log or other reliable evidence. Supplier statements and Niltech controls are kept distinct. Absence of incidents is not, by itself, proof that a measure is effective.

Revisions are dated, reasoned and approved. A later revision does not retroactively alter facts or commitments applicable to earlier periods. Published copies are identified by code, date and cryptographic digest; those elements evidence copy integrity, not the substantive effectiveness of described controls.

Reports, clarification requests, rights requests and complaints may be sent to info@nil-tech.net. Niltech verifies identity and authority where necessary, records the request, responds within applicable periods and communicates any reasoned extension or refusal.

Unless mandatory law or a written agreement provides otherwise, Italian law governs interpretation. The Italian text is controlling; the English translation is provided for convenience.

Official sources and legal date

References checked on 2026-07-29. Applicability, role and any relevant commencement dates must be reassessed against the concrete facts.

- Italian Legislative Decree No. 70 of 9 April 2003 — Electronic commerce
- Italian Legislative Decree No. 206 of 6 September 2005 — Consumer Code
- Regulation (EU) 2023/2854 (Data Act)

Document control: the copy identified in the manifest through its SHA-256 digest is the document edition published on the stated date. The header seal is neutral corporate artwork and is not a digital signature, third-party attestation or certification.