EXECUTIVE BRIEF

Use AI with confidence. Keep control of your data

How Infor Industry AI governs your data, trains its models, and keeps your people in control



Health systems manage a lot of sensitive information, and patient data is only part of it. Your financial, workforce, and operational data need the same level of protection. Before you expand AI into more workflows, you need to know where that data goes and how it is used.

Infor Industry AI follows the same security and privacy practices as every other Infor service. That means your data belongs to you, stays in your hosting region, and is kept separate from other organizations' data. Infor GRC (Governance, Risk, and Compliance) has a built-in AI governance layer, so you can register, monitor, and control AI activity without adding another platform. With that in place, your teams can use AI in more places, with controls and an audit trail behind every action.

How Infor Industry AI uses your data

Your data powers your AI, but it is never used to train shared models or made available to other organizations.

- **Model training** Your prompts and responses are not used to train or fine-tune the large language models behind Infor GenAI. Infor has also opted out of any use of transaction data for model training, now or in the future.
- **Predictive models** Predictive and prescriptive models are built in your own environment and trained only on your data. No models are shared across organizations unless you choose to allow it.
- **Data retention** The language models do not retain information after responding to a request. Infor GenAI Assistant conversations are anonymized and retained for 14 days for troubleshooting purposes only.
- **Feedback** If your users choose to rate or react to a response, that feedback may be used to improve your Infor GenAI experience. Feedback is the only input you actively share, and it remains specific to your organization.

You stay in control

AI operates within your defined limits, and Infor verifies it before every release

What AI can see

Only what the user can already see. Data is encrypted in transit and at rest. AI uses the same sign-on and role-based permissions as other Infor applications, checking access on every request. Administrators choose which environments have AI enabled and how agents can act.

What AI can do

Only what your people approve. Users start, approve, or override agent actions unless your administrators set it up differently. A supervisor agent directs those actions using clear rules you can audit, and you always have the final say. Built-in safeguards help protect personal information and filter harmful content.

What Infor checks

Every feature release goes through a Data Privacy Impact Assessment (DPIA) that includes responsible AI questions, and the Infor Privacy Office approves each one.

Aligned with GDPR and CCPA • GDPR program independently validated.

About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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Want more details?

Read the Infor Industry AI Transparency Note

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