Security & GDPR Overview

Summary for IT security, OT and procurement teams evaluating the Synergy Axella Operations Excellence Platform.

GDPR by design

A Belgian company subject to the EU GDPR. Data Processing Agreement (Art. 28), a public sub-processor register and data minimisation by default.

Data location

Platform data is stored in a managed database in an EU region. Transfers outside the EU, for example to AI model providers, are covered by SCCs and the EU-US Data Privacy Framework.

Encryption

All traffic is encrypted with TLS. Passwords are hashed and never stored in plain text. Secrets are kept out of source code.

Access control

Single sign-on, multi-factor authentication (can be enforced per role), role-based permissions, password policy and session timeouts.

Audit trail

Sensitive actions such as logins, role changes, exports and configuration changes are recorded in an audit log that administrators can review.

Your data, your control

Full data export at any time, configurable retention periods and deletion on request. Data subject requests are handled without undue delay.

Responsible AI

AI suggestions are clearly labelled and a person always decides. AI features can be switched off per site. We follow the transparency duties of the EU AI Act.

Shop-floor (OT) safety

The machine data bridge only reads data. The platform never writes to your PLCs or control systems.

NIS2 supplier support

We complete your supplier security questionnaires and support your NIS2 supply-chain checks with documentation and a named contact.

Incident response

A documented incident process with customer notification without undue delay, so you can meet your own GDPR and NIS2 reporting duties.

Legal documents: Data Processing Agreement (synergyaxella.com/legal/en/dpa.html) · Sub-processors (synergyaxella.com/legal/en/subprocessors.html) · Privacy Policy (synergyaxella.com/legal/en/privacy.html)

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