

Trust & Data Protection

How Truss handles your data — in plain English.

Your data is never used to train AI models

Truss reads the vendor documents you upload (purchase orders, transfer orders, sales orders) using Google's Gemini AI, accessed through our infrastructure provider, Emergent. No document, order data, or customer information you send through Truss is used to train, fine-tune, or otherwise improve any AI model — not by Truss, not by Emergent, and not by Google. This protection is automatic for every customer and requires no setup or configuration on your end.

What this is based on

This isn't just a promise — it's a contractual requirement that flows down through every vendor that touches your data:

- Emergent's Data Processing Agreement contractually prohibits the use of customer data for AI model training, and requires that same restriction to be passed down to every AI model vendor it works with, including Google.
- Google is listed as a vetted AI sub-processor under this agreement and is bound by those same restrictions.
- Emergent's public Privacy Policy confirms that customer data is used only to produce the response you asked for — not to train general-purpose AI models.

What we ask you to take on faith — and what we don't

You shouldn't have to just trust a vendor's word. The policies and agreements referenced above are public documents you or your team can review at any time. If you'd like copies of the underlying agreements for your own compliance review, contact us at the address below and we'll provide them.

Where the order documents you upload actually go

Documents you upload to Truss are processed to extract order data, matched against your product catalog, and synced into your Fishbowl inventory system after you approve the result. Truss never pushes data into Fishbowl without a human approval step. Uploaded documents and extracted data are retained only as long as needed to support your account and are not sold or shared with third parties for marketing or any other unrelated purpose.

Questions or documentation requests

For a copy of our Privacy Policy, Terms of Service, or questions about how your data is handled, contact us at joncward@trussapp.online or visit trussapp.online.