

Your documents, and who can reach them

RUNA answers questions across an organisation's own confidential documents. This summary sets out what happens to that material: where it is held, who can reach it, what we never do with it, and what you can remove. It is written for the people who have to sign off the decision.

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In summary

- **Your own installation.** RUNA is not a shared service. Your archive runs in an environment dedicated to your organisation, and no other customer's questions can reach it.
- **No third-party exposure.** Your data and your privacy are protected: nothing you put in can reach, or be exposed to, a third party.
- **No training on your material.** Your documents are never used to train or improve any model, ours or anybody else's.
- **No external AI provider.** The language models are open-weight and run inside the same perimeter as your archive, operated by us.
- **Swiss, physically and legally.** RUNA-operated hardware in a Swiss high-security facility, run by a Swiss company under Swiss federal data protection law.
- **You control what is stored.** You decide what goes in, you keep it current, and you can remove documents permanently.
- **Evidence, not assertion.** Questions, the sources used and the answers given are recorded, so use of the system can be shown to an auditor.

Your installation belongs to you alone

The common arrangement in this market is a shared platform with a logical partition between customers. That is not what RUNA is. Your organisation receives its own installation: its own virtual machine, document store, index and models.

Nothing is pooled

Your documents are not combined with any other customer's material, and no other customer's questions can reach into your archive.

No third party receives your material

Your documents and the questions asked of them are not passed to an AI provider, an analytics service, or any other external party.

The models run inside your perimeter

RUNA uses open-weight language models that we operate ourselves, alongside your archive. There is no external model call behind an answer.

What "dedicated" means precisely

A virtual machine of your own, on hardware RUNA operates and controls — not a tenancy inside a shared application.

Where it runs

Your installation runs on hardware RUNA operates in a high-security data centre in Switzerland, built into a mountain. It is not a region of somebody else's cloud with a Swiss label attached — it is equipment we control, in a place with a physical address, a perimeter and a door.

That matters for two separate reasons. Physically, the facility is built for material that must not be lost or reached. Legally, RUNA is a Swiss company under Swiss federal data protection law, so there is no third-country transfer to assess and no transfer impact assessment to write.

HOSTING

RUNA-operated hardware, Swiss high-security facility

OPERATOR

RUNA Technologies, a Swiss company

JURISDICTION

Swiss federal data protection law

ISOLATION

One installation per customer; air-gapped available

Who can reach your installation

Two questions sit behind this heading, and both deserve a straight answer: who inside your organisation can see what, and what access RUNA itself has.

Inside your organisation

Who may use the installation, and what parts of the archive they may question, is configured with you at deployment and remains under your control afterwards.

RUNA's own access

We operate the installation, so a small number of named RUNA engineers hold administrative access for deployment, maintenance and support. That access is controlled, logged and defined in the data processing agreement. Nobody at RUNA reads your documents in the course of ordinary operation.

Support with your consent

Where investigating a problem would require sight of your material, we ask first. Access for support purposes is yours to give.

What is recorded

Questions asked, the sources used to answer them and the answers returned are recorded in your installation, so that use of the system can be evidenced to an auditor.

Deployment options

Standard

Your own installation on RUNA-operated hardware in Switzerland.

Air-gapped

For environments where nothing may connect outward at all. Not our standard arrangement, and it carries operational consequences worth discussing before anyone commits to it.

Dedicated physical hardware

Available where a customer's requirements call for it, on separate commercial terms.

Send us your questions

Send us your security questionnaire and we will complete it in writing; if it is easier to talk first, we will arrange an hour with the people who built the system. hello@runatechnologies.com · RUNA Technologies, Lucerne, Switzerland · runatechnologies.com

Every output of the RUNA system is a draft for expert review; a named person in your organisation remains accountable for any conclusion drawn from it.

Your data, from the day it arrives

01 You decide what goes in

You choose which parts of your archive are loaded. Nothing is collected from your systems on its own initiative.

02 It is processed inside your installation

Text, tables, scanned pages and the content of graphics are extracted and indexed within your own environment.

03 It answers your questions, and nothing else

Your material is never used to train or improve a model, and never contributes to an answer given to anyone outside your organisation.

04 You keep it current

Documents can be added, replaced when a newer approved version exists, and retired so that superseded material stops influencing answers.

05 You can remove it permanently

A deleted document is removed from the live system and the index immediately and can no longer appear in any answer. Encrypted backups are held for disaster recovery, and a copy may remain there until that backup is overwritten in the normal cycle — no longer than [xx] days. The period is stated in your contract.

06 And at the end of the relationship

Your installation and its contents are deleted on the same terms, confirmed in writing.

Contracts and compliance

Data processing agreement

A data processing agreement under Swiss law forms part of the standard contract, setting out the purposes of processing, the controls, the sub-processors and the deletion terms.

European obligations, voluntarily

Swiss law governs, and we accept the equivalent obligations under the European regime as well.

Your questionnaire, answered in writing

Send us your security assessment and we will complete it properly rather than returning a brochure. Where the answer is "not yet", it will say so.

Certification, stated honestly

RUNA does not hold ISO 27001 certification today. We say so rather than implying otherwise, and are glad to discuss what we do instead, and when that changes.

Audit

You may audit us on the terms set out in the data processing agreement, at a reasonable frequency.