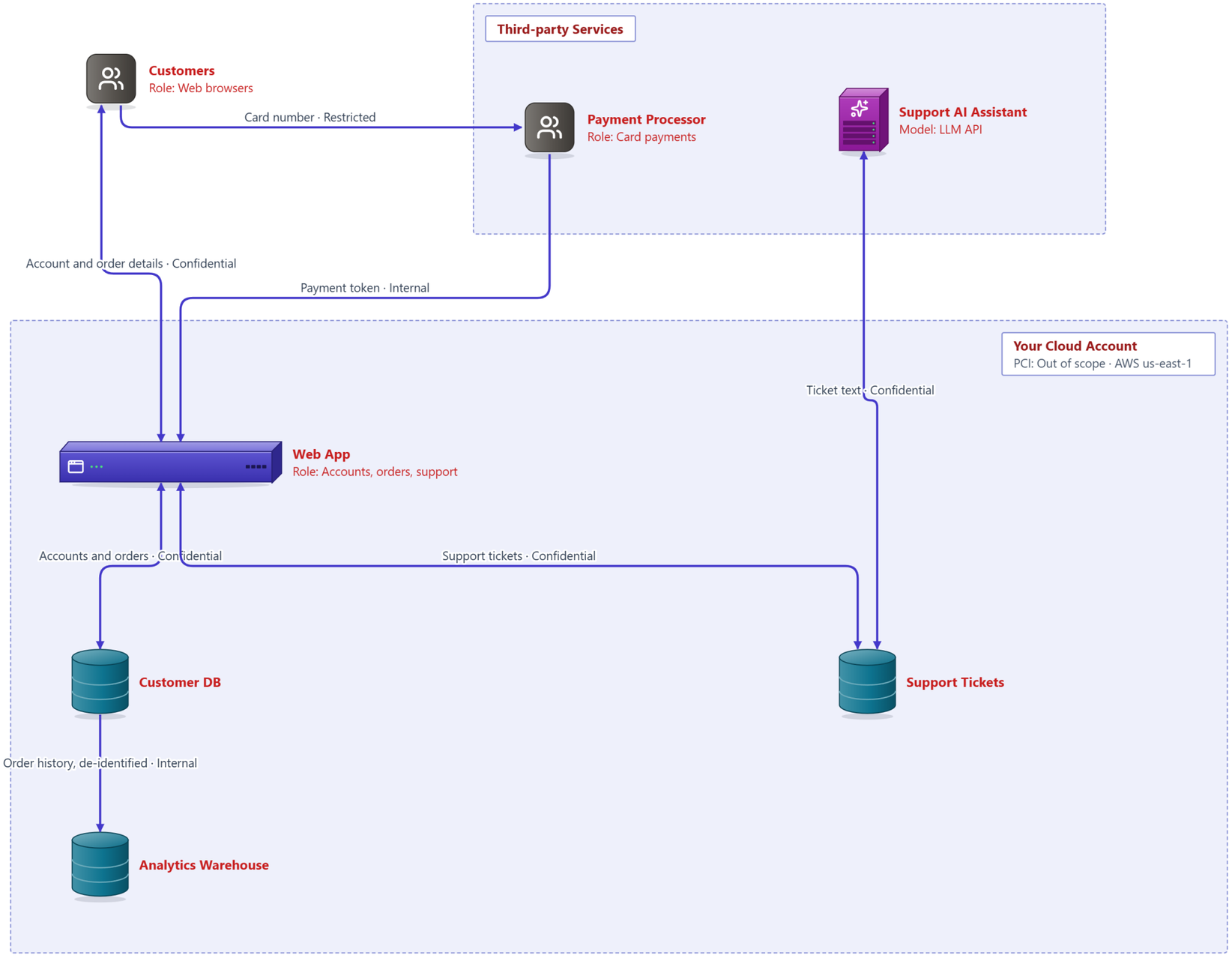



| | | | | | |
|---|---|---|---|---|---|
| DOCUMENT<br>**Data Flow - SaaS App with Payments and AI**<br>Example SaaS Co. | SHEET TITLE<br>**Data Flow** | VERSION<br>1.0 | LAST CHANGED<br>2026-11-04 | VERIFIED | SHEET<br>**1**<br>of 4 |
| | | DRAWN BY | LAST EDITOR | APPROVED | |

## Data Flows 7 flows

| From | To | Data | Class. | Sensitive data | Protocol / port | Encryption | Purpose | Page |
|---|---|---|---|---|---|---|---|---|
| **Customers** | Web App (Your Cloud Account) | Account and order details | Confidential | Personal info | HTTPS 443 | TLS 1.3 | Sign up, buy, get support | Data Flow |
| **Customers** | Payment Processor (Third-party Services) | Card number | Restricted | Card data | HTTPS 443 | TLS 1.3 | Pay through hosted payment fields (card data never touches the app) | Data Flow |
| **Payment Processor (Third-party Services)** | Web App (Your Cloud Account) | Payment token | Internal | | HTTPS webhook | TLS 1.2 | Confirm payment | Data Flow |
| **Web App (Your Cloud Account)** | Customer DB (Your Cloud Account) | Accounts and orders | Confidential | Personal info | PostgreSQL 5432 | TLS 1.2 | Store accounts and orders | Data Flow |
| **Web App (Your Cloud Account)** | Support Tickets (Your Cloud Account) | Support tickets | Confidential | Personal info | PostgreSQL 5432 | TLS 1.2 | Customer support | Data Flow |
| **Support Tickets (Your Cloud Account)** | Support AI Assistant (Third-party Services) | Ticket text | Confidential | Personal info | HTTPS 443 | TLS 1.3 | Draft support replies for agents to review | Data Flow |
| **Customer DB (Your Cloud Account)** | Analytics Warehouse (Your Cloud Account) | Order history, de-identified | Internal | | HTTPS 443 | TLS 1.2 | Reporting | Data Flow |

## Data Stores 3 stores

| Data store | Stores | Class. | Sensitive data | Encrypted at rest | Kept for | Region | Owner | Boundary |
|---|---|---|---|---|---|---|---|---|
| **Customer DB** | Accounts, orders, payment tokens | Confidential | Personal info | Yes | 7 years after last order | AWS us-east-1 | Engineering | Your Cloud Account |
| **Support Tickets** | Support conversations | Confidential | Personal info | Yes | 2 years | AWS us-east-1 | Support | Your Cloud Account |
| **Analytics Warehouse** | Order history, de-identified | Internal | | Yes | 3 years | AWS us-east-1 | Finance | Your Cloud Account |

## AI Data Use 1 AI service

| AI service | Vendor / model | Runs in | Data it receives | Keeps prompts / outputs | Trains on your data | Region | Sub-processors |
|---|---|---|---|---|---|---|---|
| **Support AI Assistant** | AI vendor · LLM API | Vendor cloud | Personal info, Ticket text | Yes, 30 days (abuse monitoring) | No | US | Cloud hosting provider |