Connecting an AI assistant to Fluentos

Security and data overview for IT approval. It covers the Fluentos AI connector at **mcp.fluentos.com**, which lets an assistant such as Claude or ChatGPT read a team's campaign setup and analytics.

- **Read-only**
  The connector cannot create, change, publish or delete anything.
- **Each person signs in as themselves**
  With their own Fluentos login. They see what they can see in the dashboard, nothing more.
- **No AI provider built in**
  Fluentos sends data only to the assistant that asked for it.
- **No shopper personal data**
  No form submissions, contacts or visitor records. Analytics are totals only.
- **Your prompts stay with your AI provider**
  Fluentos only receives which data was requested.
- **No change to your DPA**
  Same sub-processors as today.

How it works

Your AI assistant
Claude, ChatGPT or another MCP client, under your own contract with that provider.

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mcp.fluentos.com
Sign-in and access tokens. Runs on Cloudflare.

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Fluentos API
Checks the person's permissions on every call, answers and logs the call. Runs on Hetzner, EU.

The assistant calls Fluentos when it needs data to answer a question. All traffic is HTTPS.

What the assistant can read

- The organisations, websites and campaigns the person has access to
- Campaign setup and wording
- Campaign analytics as totals and trends
- Which integration a form sends to (never its credentials)
- Custom JavaScript added to a campaign

What it can never do

- Read form submissions, contacts or individual visitors
- Read API keys, passwords, billing or other users' details
- Reach an organisation the person is not a member of
- Change anything in Fluentos

Sign-in and access

Sign-in	Standard OAuth 2.1. The person signs in with their normal Fluentos login and approves read-only access. The assistant never sees the Fluentos login.
Access	Per person, not per company. A connection reads only what that person can read in the dashboard, checked again on every call.
Token lifetime	Access tokens last 1 hour and renew automatically. A connection unused for 30 days expires.
Removing access	The person disconnects the assistant under **Profile** in Fluentos: it is cut off within two minutes. An admin who removes a person from the organisation cuts off all of that person's assistants at their next call.

Logging and audit

Logged per call	Time, person, organisation, website, campaign, what was requested, the assistant's name and the outcome, including refused calls.
Never logged	Prompts, conversations, the data returned, tokens.
Retention	3 months, then deleted automatically.
Your access	Each person sees their connections and when each was last used under **Profile**. For an export of your organisation's log, write to support@fluentos.com.

Protection against misuse

- Usage is rate limited per person, so a runaway assistant is slowed down without affecting anyone else.
- The sign-in can only be completed in the browser that started it, so a phishing link cannot connect someone else's app to your account.
- Campaign text is passed to the assistant as data, not instructions. Because the connector is read-only, such text could at worst mislead an answer, never change anything.
- Web pages cannot call the connector from a browser.

DPA and sub-processors

The connector runs on the sub-processors already listed in the DPA: Cloudflare, Hetzner (EU) and New Relic (monitoring, EU). No new sub-processor is added. Your AI provider is chosen and contracted by you, and processes the data it fetches under your agreement with them.

Security work

In October 2026 we ran an internal security review of the Fluentos API, the campaign delivery network and this connector. The fixes were released in November 2026.

> **Asking your IT team for approval?**
> Send them this document and our DPA (fluentos.com/doc/dpa_2026_10_02.pdf). Tell them which assistant and plan you want to use, for example Claude Team or ChatGPT Enterprise, and who will connect. Whether that assistant is approved for business data is usually the real decision.

Questions

support@fluentos.com. Setup guide: wiki.fluentos.com/start-here/connect-ai-assistant.

Fluentos ApS, CVR 43625683, Galaksen 73, 7100 Vejle, Denmark. Describes the connector as of November 2026.