Safe Software FME

Security, Privacy, and Trust Overview

AI Assist in FME Form

2025.2 | V1.3

Contents

Trust & Transparency

At Safe Software, we are committed to empowering organizations to securely and effectively solve their data integration challenges. With AI Assist in FME Form, we bring artificial intelligence into the authoring experience in a way that is transparent, secure, and privacy-conscious, aligned with globally recognized best practices and compliance frameworks.

We adhere to three foundational principles:

- **Security:** Our secure-by-design philosophy enforces technical and administrative safeguards to ensure AI features are rigorously tested, responsibly deployed, and monitored for ongoing risk mitigation.
- **Transparency:** We equip organizations with clear, accessible insights into how AI Assist operates, the nature of data processed, and how decisions are made.
- **Privacy:** We align with GDPR, Canada's Personal Information Protection & Electronic Documents Act (PIPEDA), and other applicable laws, and apply privacy-by-design principles, including data minimization and governed retention.

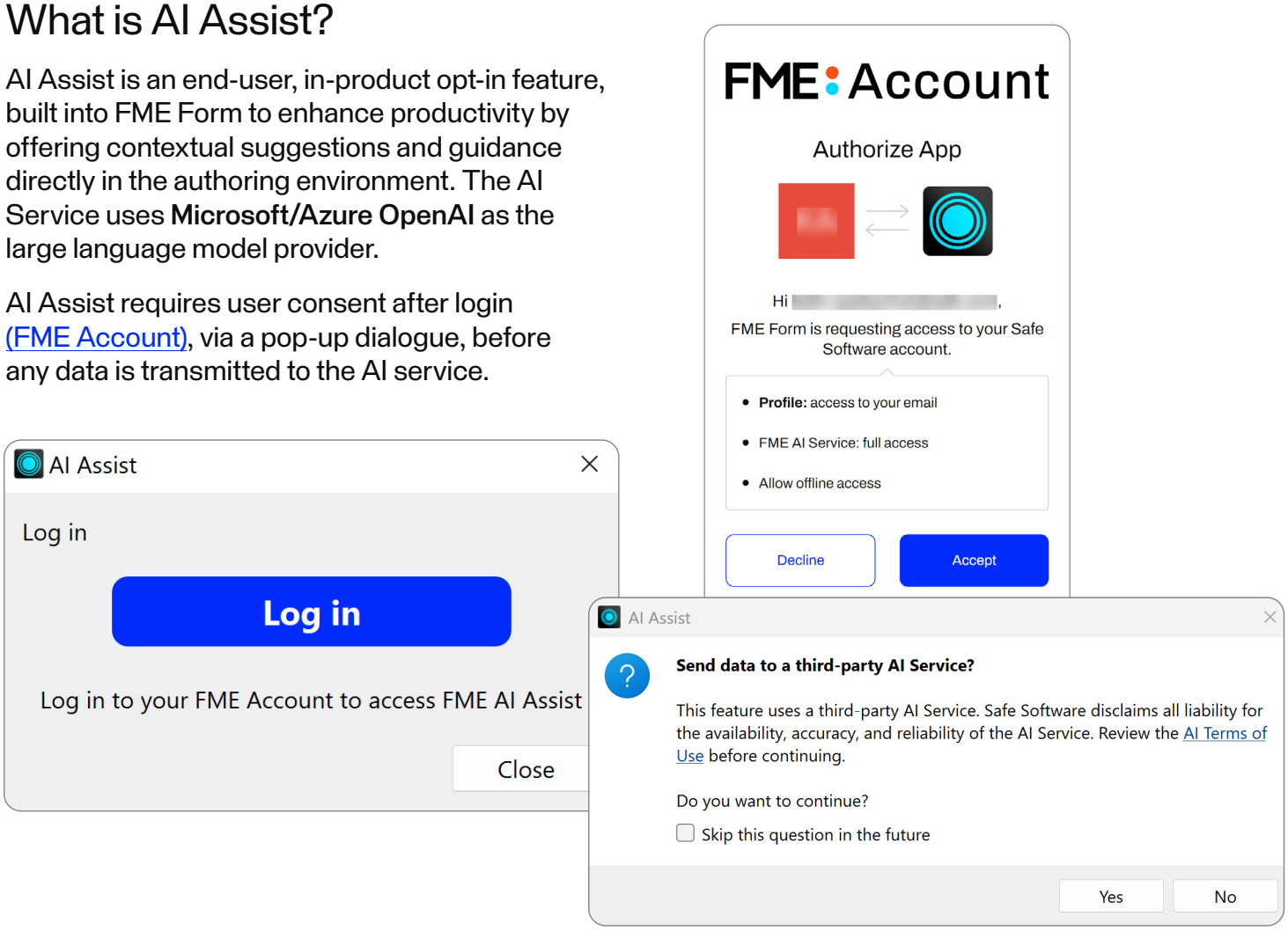
This ensures that AI Assist is not only effective but also trustworthy, controllable, and compliant.

Feature Overview

What is AI Assist?

AI Assist is an end-user, in-product opt-in feature, built into FME Form to enhance productivity by offering contextual suggestions and guidance directly in the authoring environment. The AI Service uses **Microsoft/Azure OpenAI** as the large language model provider.

AI Assist requires user consent after login (FME Account), via a pop-up dialogue, before any data is transmitted to the AI service.



Opt-in User Consent Pop-Up Window

Key Capabilities

- **Contextual Suggestions:** Offers in-context code generation within select transformers (e.g., Regex, SQL, and Python).
- **Conversational Guidance:** A conversational interface that helps users understand, debug, and improve their workflows by referencing relevant Workspace Context. AI Assist enables users to retain and access their chat history across sessions, allowing them to revisit past conversations. By tying chat data to individual users, it improves problem-solving continuity and the overall AI Assist experience.

Value for Organizations

AI Assist offers organizations a responsible and effective way to streamline their data integration workflows by integrating intelligent, context-aware suggestions directly into the user interface. It enhances productivity while maintaining robust governance controls.

AI Assist helps organizations:

- Accelerate workflow development by suggesting code, expressions, next action (reader, writer, transformer), and parameters based on Workspace Context.
- Reduce onboarding and training costs by providing natural-language explanations and smart guidance directly within the interface.
- Maintain operational efficiency by enabling faster discovery of FME features without relying on external support or documentation.
- Ensure safe usage by providing full user control over feature access, Workspace Context sharing, and data retention.

Backed by Safe Software's trusted content (documentation, knowledge base, and community resources), AI Assist empowers teams to innovate with confidence.

Our Approach to AI

At Safe Software, we view AI as a collaborative assistant to augment human decision-making, not as an autonomous agent or authority. We encourage users to treat AI suggestions as helpful inputs, not definitive answers. Using AI without critical oversight can be risky, which is why FME is designed to keep users in control of their work and data.

AI Assist does not replace human expertise. It serves as a supportive tool to accelerate learning and enhance workflow quality while maintaining decision-making autonomy in the hands of the user.

Safe Software is ISO/IEC 27001:2022 certified and SOC 2 Type II compliant. Our development practices follow internationally recognized standards for information security and operational controls, reflecting our commitment to secure, reliable, and privacy-conscious software design.

We test all AI-powered features thoroughly to ensure they are accurate and aligned with our product philosophy. AI Assist is part of our internal User Acceptance Testing. We trial, evaluate, and perform quality assurance tests before using new services and models.

Data Handling and Protection

AI Assist is developed in alignment with Safe Software's secure software development principles. This includes our "Shift Left" security approach, addressing security early and throughout the development lifecycle, and a commitment to continuous improvement as security practices and industry expectations evolve.

In addition to shifting security considerations earlier into development, Safe Software applies data minimization principles so that AI Assist only retains the minimum information necessary to ensure functionality, evaluation, and traceability. Data handling is purpose-limited, transparent, and fully documented to support compliance with organizational policies and applicable regulatory standards.

What Data is Sent

AI Assist does not send customer data or actual data values to the service. Instead, it may use metadata associated with the user's workspace to provide more relevant responses. Everything we send other than your prompt is called "**Workspace Context**" data. This includes elements such as bookmarks, annotations, and metadata about the data.

The following information is sent to the FME AI Service:

- For contextual code suggestions
  - **Regex:** Only the user's current prompt is sent to the FME AI Service.
  - **Python:** The user's current prompt and the Python code visible in the Python AI Assist window are sent to the FME AI Service.
  - **SQL:** The user's current prompt is sent to the FME AI Service. There is a user-controlled checkbox to "Send database schema to AI", which, when enabled, includes: database type (e.g., PostgreSQL, OracleDB), table names, column names, and column data types. No actual database values are ever sent. For more details, see FME Form Documentation - AI Assist.
- For conversational guidance
  - Depending on the user's selected operation or prompt, the FME AI Service may reference the following contextual information from the workspace:
    - Canvas settings, including user locale
    - Canvas connections, including how transformers, readers, and writers are linked
    - Canvas content, including annotations, bookmarks, transformers, and format tables/layers/schemas
    - Parameters associated with transformers, readers, and writers, which may include, but are not limited to:
      - Names of databases or web connections
      - Dataset or supporting file paths
      - Database table and field names (e.g. column names in a CSV file)
      - Web URLs, API endpoints, AWS S3 identifiers (e.g. bucket name and IDs, queue names, etc.)
      - FTP server connection details, folders, and filenames
      - SQL queries (e.g. column names and values), Python scripts, and embedded expressions
      - System Commands (e.g., from SystemCaller)
    - Sensitive information may be present if users do not follow best practices and hardcode values in their workspace, such as database hostnames, ports, database names, usernames, or other personally identifiable information (PII).
  - To disable sharing Workspace Context, please see the User Controls and Configuration section.

Important: Password-type fields are never in plaintext and never transmitted to the FME AI Service. However, any credentials exposed in customers' scripts or non-password fields may be included in the context if visible.

Users are responsible for following best practices to avoid exposing sensitive content within workspace scripts or comments.

What Data is Stored

In alignment with the data minimization privacy principle, AI Assist retains only the minimum information necessary to ensure functionality, evaluation, and traceability.

User Metadata

- A unique user ID associated with the user's FME Account (An internal identifier that can be used to correlate to the user's email and information within the FME Account for traceability).
- The date when the FME AI Service was first accessed by the user (first login date with FME Account)

Conversation History

- AI Chat interactions
- Workspace Context, as outlined above in the 'What Data is Sent' section.

Where Data is Stored

The FME AI Server and its supporting databases are hosted on AWS in the United States. Conversation history and associated Workspace Context are stored in the FME AI Service Application Database and are retained until explicitly deleted by the user. Users can manage this data directly through the FME Form interface. For full data removal requests, please contact privacy at safe.com. Usage statistics related to contextual code suggestions are stored in a separate database. This dataset is fully anonymized, not linked to any FME Account ID, and currently has no defined retention period.

Additional information is sent to third-party providers for the sole purpose of providing the AI Assist Service. Refer to the table below for more details.

Subprocessors

Subprocessor	Purpose	Data Processed	Data Retention	Location
Microsoft/Azure OpenAI	Language model provider for AI Assist functionality	AI prompts and outputs; Workspace Context	No data retained	United States
Langsmith	Tracking and improving AI interactions	AI prompts and outputs; Workspace Context; user metadata	14 days by default/ 400 days if user feedback is provided or if flagged for analysis	United States
AWS	Hosts FME AI Server & related databases	AI prompts and outputs; Workspace Context; user metadata; usage statistics	Until deleted by user in product or upon request for full data deletion	United States
Auth0	FME Account Authentication	IP address; FME Account credentials	Until FME Account is deleted by the User	United States
Airbrake	Monitors FME AI Service for Error Processing	IP address	90 days	United States
DataDog	Logging & Monitoring of FME AI Service	IP address	30 days	United States

Data Training

Customer data is not retained in the AI model and will not be used to train the LLM. Only minimal metadata and conversation history are stored in the FME AI Service Application database. LangSmith is used internally to evaluate prompt and response quality only, not for LLM training.

User Controls & Configuration

How to Disable AI Assist (In Product)

In FME Workbench, go to `FME Options > Workbench > AI Assist Options` and uncheck "Enable AI Assist."

How to Disable Workspace Context Sharing (In Product)

In FME Workbench, go to `FME Options > Workbench > AI Assist Options` and uncheck "Allow Workspace contents to be used as AI Assist context."

Disabling this option turns off context-sharing for chat while retaining access to the AI Assist UI. When toggled off:

- The context label is removed from the AI Assist conversation window.
- All context labels in related menus and toolbars are removed.

How to Block Communication to the FME AI Service (Network-Level Control)

If your organization wants to prevent the usage of AI Assist globally, you can block all network communication with the FME AI Service by blocking the domain `fme-ai-service.safe.com` in your firewall settings. Please note that by using this method, FME Form UI elements will remain visible, but no data will be transmitted.

Transparency and Compliance

Safe Software is dedicated to empowering users through AI without compromising on security or trust. AI Assist in FME Form is designed with transparency, control, and compliance at its core. Following the Principle of Least Privilege and the Need-to-Know principle, access to the FME AI Service Application Database, Usage Statistics Database, and LangSmith is restricted, with personnel granted only the minimum level of access required to perform their job functions. AI Assist includes visual progress reporting to improve transparency and user confidence. This aligns with Safe Software's ongoing commitment to explainability and transparency in AI-powered features. As this feature continues to evolve, we welcome feedback to ensure it meets the needs and expectations of our global user community. We continuously monitor all applicable laws and may adapt our product functionality from time to time to ensure compliance.

We follow the principles of data minimization, transparency in functionality, user consent and control, and secure handling of sensitive metadata.

FAQ

Q: Is AI Assist enabled by default?
A: Yes, but it requires explicit user consent through an in-product, opt-in dialogue.

Q: Can AI Assist be fully disabled?
A: Yes. For details, see the User Controls & Configuration section.

Q: Is any data used to train the AI model?
A: No. Customer data is not used for model training. Only limited metadata is stored for troubleshooting and service improvement.

Q: Where is the server hosted?
A: AWS in `us-east-1`

Q: Where is the model hosted?
A: Microsoft Azure OpenAI Service

Q: Is PII sent to the model?
A: No PII is sent unless included by the user in prompts or workspace content (e.g., annotations, scripts, or parameters not marked as password-type). Users are encouraged to follow best practices and avoid embedding sensitive or personal information in scripts, annotations, or other workspace content.

Q: Is user data stored?
A: Yes, minimal metadata and conversation history are stored in the FME AI Service Application Database and can be deleted by the user. LangSmith retains conversation history for 14 days by default, or up to 400 days if feedback is provided or the session is internally flagged. For details, see the What Data is Stored section.

Q: Where is the data stored?
A: It is stored in databases secured on AWS and LangSmith.
No data is retained in the AI model, Microsoft/Azure OpenAI.

Q: Can users control or delete their data?
A: Yes. Users can delete individual conversations and all chat history from within the application. For complete data removal requests, please contact privacy at safe.com.

Q: Is my FME workflow data sent to Safe or OpenAI?
A: No actual datasets are sent; only metadata embedded in the workspace may be included.

Q: Who owns the output generated by AI Features?
A: You retain all intellectual property rights to the output generated by AI Features. Safe Software does not claim ownership of any AI-generated outputs.

Q: Does Safe Software transfer my data across borders?
A: The FME AI Service is hosted in AWS (us-east-1) and LangSmith in the Google Cloud Platform (United States). Depending on the location of our servers and third-party services, your data may be transferred across borders. We ensure appropriate safeguards are in place for such transfers in compliance with applicable data protection laws.

Q: Where can I send questions or feedback about AI Assist?
A: Leave a comment in the AI Assist in FME FAQ Knowledge Base article or submit a ticket with support here.

Q: What's new in AI Assist 2025.2?
A: AI Assist introduces Reader/Writer Suggestions, Prompt Suggestions, and Thinking Progress Visualization. These enhancements improve context awareness, usability, and transparency while maintaining the same high standards of privacy and data protection.

Resources

- AI Terms of Use
- AI Assist in FME Form FAQ
- AI Assist Documentation