NovaBridge Trust notice

Stage 4 evidence

Open only after your initial recommendation (Stage 3) is complete.

From: Elena Voss, Head of Trust, NovaBridge, Inc. **To:** Chris Lang (account team) for customer forwarding **Date:** 2026-09-28 **Subject:** Subprocessor update: HelioInfer

NovaBridge is adding **HelioInfer** as a subprocessor for optional inference used by NovaBrief summarization.

Item	As stated in the notice
Legal name	HelioInfer, Ltd.
Function	Hosted inference API for text summarization
Go-live for NovaBridge	2026-09-28
Region named in the notice	eu-west-1
Data	Ticket-text snippets when NovaBrief is enabled
Customer action	10-day notice per DPA; object on reasonable data-protection grounds
Independent assurance attached	None in this notice
HelioInfer SOC 2 / pen test	Not attached. NovaBridge says "HelioInfer security packet available on request."
Relation to June 2026 subprocessor list	Not on the 2026-06-12 list in the original packet

NovaBridge states NovaBrief remains optional. If a customer has NovaBrief off, NovaBridge says ticket text is not sent to HelioInfer.

This notice was not in the Assess packet GRC used for the first recommendation (that packet's subprocessor list was dated 2026-06-12). It is included now because sales forwarded it after Support asked about AI summarization for the larger agent workspace.