



SECURITY FACT SHEET

Adobe Acrobat AI Assistant

August 2025

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About Adobe Acrobat AI Assistant

Acrobat AI Assistant is the primary interface by which users can engage with the generative AI features in Adobe Acrobat, including generative summary and Acrobat PDF Spaces. Available in Acrobat desktop, web, extensions and integrations, as well as in Adobe Acrobat Reader mobile and Adobe Scan, Acrobat AI Assistant enables users to chat with their PDFs and other supported document formats, asking questions and receiving easy-to-understand answers. Users can also automatically generate a summary of the content in a single document or all documents in a PDF Space.

Acrobat AI Assistant Components

There are four (4) primary components in Acrobat AI Assistant:

- **AI Assistant** – Acrobat AI Assistant helps users extract insights and generate useful outputs, such as summaries, outlines, and draft reports.
- **Generative Summary** – Automatically generates and presents key points to help users quickly determine and find essential information on demand.
- **PDF Spaces** – Provides AI-powered knowledge hubs in which users can organize scattered files, links, and texts, unlock actionable insights from them using a pre-built or custom assistant, and easily collaborate with others.
- **Acrobat Generative AI Service** – Extracts content from the user's uploaded document/s and generates output and attributions to answer questions or provide content summaries. It also caches content for seamless use of AI Assistant within a given period. See the Content Storage and Processing section below for details.

Enabling Acrobat AI Assistant

To enable a user to access Acrobat AI Assistant, the customer's Adobe Admin must add the user to the [Adobe Admin Console](#) and grant the user specific permission to access AI Assistant for Acrobat. Once the Adobe Admin has assigned a user to Acrobat AI Assistant, the user must restart Acrobat to see AI Assistant. For more information on enterprise controls for Acrobat AI Assistant, please see this [HelpX](#).

In order to create a PDF Space, the user must also have PDF Services turned "ON" in their user profile in the Adobe Admin Console. For more information, please see this [HelpX](#).

Please note: Each user granted permission to use Acrobat AI Assistant must accept the [Adobe Generative AI User Guidelines](#) upon first use of the feature.

Data Encryption

- **In Transit** – All traffic is encrypted in transit over HTTPS using TLS 1.2 or greater.
- **At Rest** – Any data stored by the Acrobat Generative AI Service is encrypted using AES-256.

AI Assistant Security Architecture and Data Flow

The following steps describe the flow and security of data when the user clicks the AI Assistant icon for a file, for the first time. The steps in this narrative map to the numbers in the diagram below:

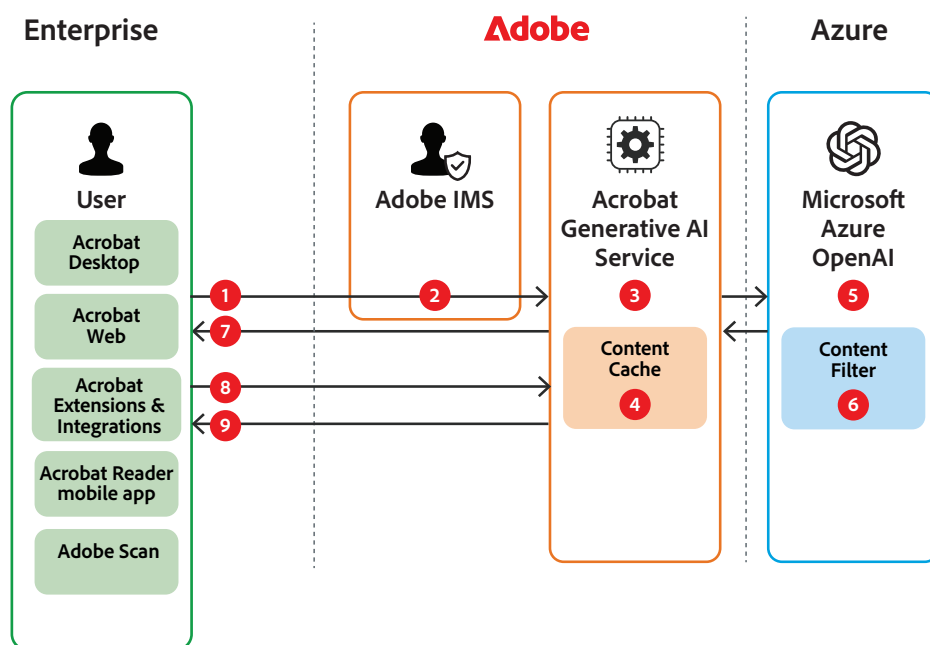


Figure 1: AI Assistant data flow diagram

Data Flow Narrative

Step 1: After launching Acrobat or Adobe Scan and signing in, the user opens a PDF document or other supported document format and clicks on the AI Assistant button.

Step 2: The app sends an authentication token to [Adobe Identity Management Services](#), which authenticates the user and their entitlements. If authenticated, the PDF document or other supported document format is then passed to the Acrobat Generative AI Service, which creates a unique session key.

Step 3: The Acrobat Generative AI Service extracts the content from the PDF document or other supported document format and prepares it for responding to user prompts.

Step 4: The Acrobat Generative AI Service caches content for seamless use of generative AI features for 12 hours and sends the content to Azure OpenAI.

Step 5: Azure OpenAI generates a document overview and suggested prompts.

Step 6: Before sending the generated content back to the Acrobat Generative AI Service, the Azure OpenAI content filtering service moderates generated responses that violate Adobe's [Generative AI User Guidelines](#).

Step 7: The Acrobat Generative AI Service returns the document overview and suggested prompts to the user.

Step 8: If the user asks a follow-up question in the prompt window, the Acrobat Generative AI Service prepares relevant content and sends the information to Azure Open AI, which generates the answer and suggested prompts, runs the results through the content filter, and returns the results to the Acrobat Generative AI Service. The Acrobat Generative AI Service then generates attributions for the answer from the source document/s.

Step 9: The Acrobat Generative AI Service returns the answer to the prompt with attributions and additional suggested prompts to the user.

*For users of Acrobat desktop and mobile, chat history (both request and response) is stored on the user's device.
For users of Acrobat web, chat history is stored in Adobe cloud storage. For information on how to configure the cloud storage location, please see [HelpX](#).*

Generative Summary Security Architecture and Data Flow

The following steps describe the flow of data when a user clicks the generative summary icon. The steps in this narrative map to the numbers in the diagram below:

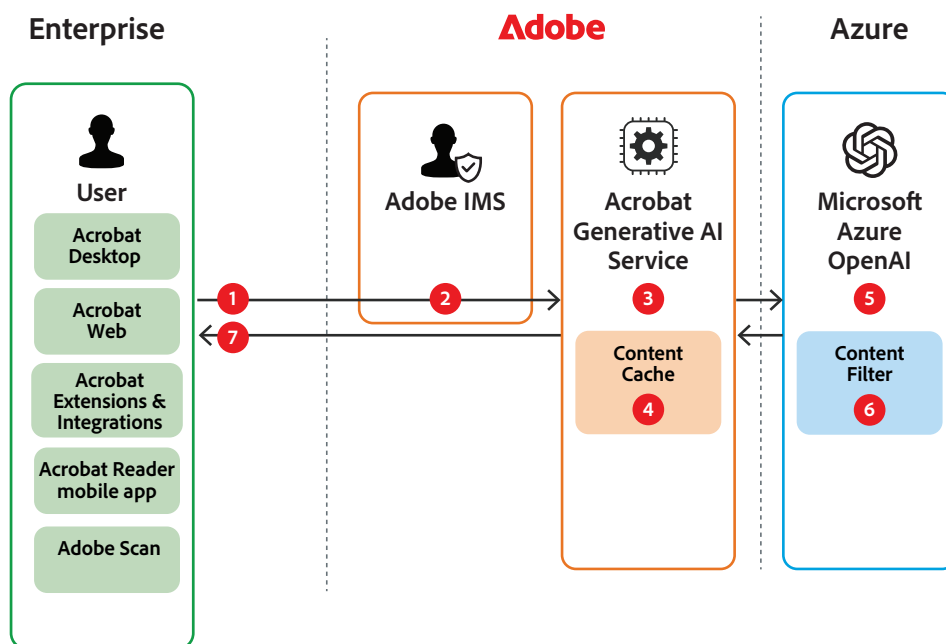


Figure 2: Generative Summary data flow diagram

Data Flow Narrative

Step 1: After launching Acrobat or Adobe Scan and signing in, the user opens a PDF (or other supported format) document and clicks on the generative summary icon in the right-hand panel of the app.

Step 2: The app sends an authentication token to [Adobe Identity Management Services](#), which authenticates the user and their entitlements. If authenticated, the PDF document or other supported document format is then passed to the Acrobat Generative AI Service, which creates a unique session key.

Step 3: The Acrobat Generative AI Service extracts the content from the PDF document or other supported document format and prepares it for summarization.

Step 4: The Acrobat Generative AI Service caches content for seamless use of Acrobat's GenAI features for 12 hours and sends the content to Microsoft Azure OpenAI.

Step 5: Azure OpenAI summarizes the content.

Step 6: Before sending the generated content back to the Acrobat Generative AI Service, the Azure OpenAI Service content filter moderates generated responses that violate Adobe's [Generative AI User Guidelines](#).

Step 7: The Acrobat Generative AI Service returns the generated summary to the user.

PDF Spaces Security Architecture and Data Flow

The following steps describe the flow of data when a user creates a PDF Space. The steps in this narrative map to the numbers in the diagram below:

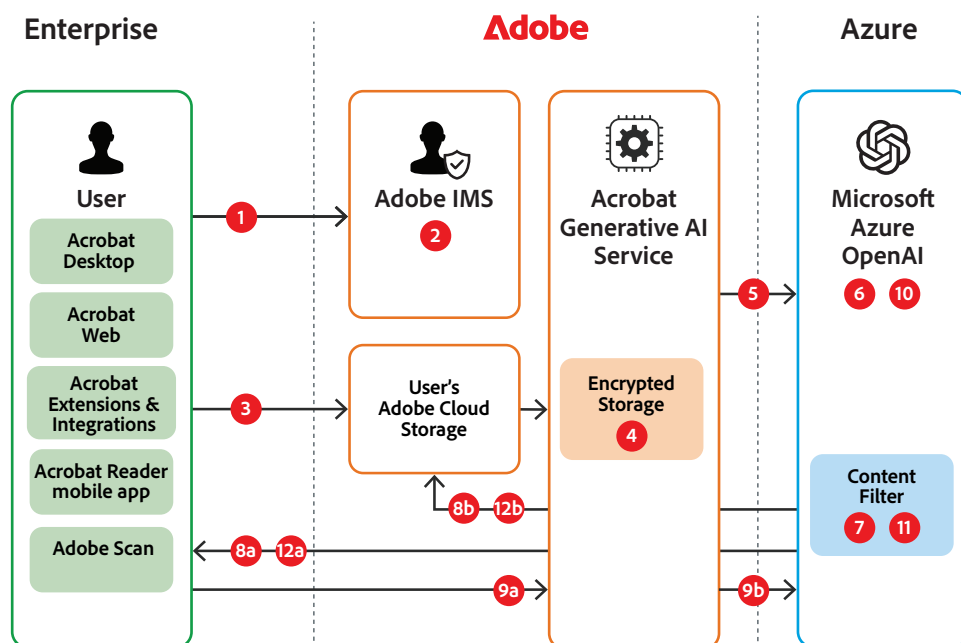


Figure 3: PDF Spaces data flow diagram

Data Flow Narrative

Step 1: After launching Acrobat and signing in, the user clicks on “PDF Spaces.” The user is then prompted to select the PDF documents, other file types, webpage links, and written text they want to add to their PDF Space in the dialog box. When the user has finished selecting their files, they click on “Create a PDF Space.”

Step 2: Acrobat sends an authentication token to [Adobe Identity Management Services](#), which authenticates the user and their entitlements.

Step 3: If the user is entitled to use Acrobat AI Assistant, Acrobat creates a PDF Space in the user’s provisioned Adobe cloud storage location and uploads the user’s selected files to the PDF Space.

Note: If a source document is not already in PDF format, Acrobat converts the document into PDF format before storing it in the PDF Space. If the source is a URL, Acrobat converts the webpage into PDF format before storing it in the PDF Space. Converted PDFs do not retain the document-level permissions set for the original source document.

Step 4: The Acrobat Generative AI Service extracts the content from the documents in the PDF Space and stores the extracted content in secure, encrypted storage.

Step 5: The Acrobat Generative AI Service sends the extracted content to Microsoft Azure OpenAI for processing.

Step 6: Azure OpenAI generates insights and suggested prompts for the uploaded files in the PDF Space.

Step 7: Before sending the generated insights and prompts back to the Acrobat Generative AI Service, the Azure OpenAI content filtering service moderates generated responses that violate Adobe’s Generative AI User Guidelines.

Step 8: The Acrobat Generative AI Service (a) sends the AI-generated insights and suggested prompts to the user in their Acrobat app and (b) stores the generated insights and suggested prompts in the user’s provisioned enterprise storage for future reference and usage.

Step 9: If the user wants to chat with the contents of their PDF Space, they enter a question in the prompt window and (a) the Acrobat Generative AI Service prepares the relevant content and (b) sends it to Azure OpenAI.

Step 10: Azure OpenAI generates the answer, attributes the answer in the source documents, and suggests next steps.

Step 11: Before returning this information to the Acrobat Generative AI Service, the Azure OpenAI content filtering service moderates the responses that violate Adobe’s Generative AI User Guidelines.

Step 12: The Acrobat Generative AI Service (a) returns the answer, attributions, and suggested next steps to the user in their Acrobat app and (b) stores the generated answer and attributions as chat history in the user’s provisioned storage, enabling the user to access their chat history whenever they relaunch the PDF Space.

Sharing a PDF Space

After creating a PDF Space, users can share it and collaborate with others in the following ways:

- With one or more specific users by entering their email addresses
- Within a specific organization (e.g., everyone in Adobe.com)
- With anyone by creating and sharing a public link

Sharing a PDF Space via a publicly accessible URL is “ON” by default. If the organization’s Adobe Admin disables public sharing, users will not be able to create a public link or publicly share a PDF Space. Sharing a PDF Space is currently limited to “View Only” permission for all types of sharing.

Acrobat will prompt users with whom a PDF Space was privately shared via email address or domain-restricted link to log into Acrobat before allowing them to view the documents in the PDF Space. After Adobe IMS authenticates that the recipient has permission to view the PDF Space, the user may view and/or download AI-generated insights, the source documents in the PDF Space, and notes added by PDF Space owner, provided the organization’s Adobe Admin has turned PDF Services “ON” for that user. If the recipient has PDF Services turned “OFF,” they can view the PDF Space but not interact with the contents.

A user with whom a PDF Space is shared can chat with the documents in the PDF Space in a new private chat. Chat history is stored in the recipient’s own Adobe cloud storage location.

Note: If the owner has created a custom AI Assistant for the PDF Space, this customized assistant is used for all subsequent chats initiated by recipients with whom the PDF Space was shared.

If a user with whom a PDF Space is shared wants to create their own notes or add new source content to the PDF Space, they may copy the PDF Space to their own Adobe cloud storage location (provided they have PDF Services turned “ON” in the Adobe Admin Console). This action only copies the original source documents and notes to the new PDF Space. The PDF Space owner’s chat history is not copied and remains private.

The owner of a PDF Space can revoke sharing at any time, making the PDF Space immediately inaccessible to others.

A user with whom a PDF Space is shared can report any suspicious content inside the PDF Space. Please see the Content Storage and Processing section below for more information.

Acrobat Generative AI Service and Azure OpenAI

The Acrobat Generative AI Service leverages Microsoft Azure OpenAI and enhances it with Adobe proprietary technology to glean relevant information and insights. Adobe shares the provided content with Azure OpenAI to generate an answer or summary.

Adobe has disabled the abuse monitoring service in Azure OpenAI, helping ensure that Microsoft cannot access or use Adobe customer data to train Azure OpenAI. Adobe has also disabled logging in Azure OpenAI, helping ensure that Microsoft does not collect, review, or store any data sent for processing to Azure OpenAI. Please see [Azure OpenAI data privacy and security](#).

Content Storage and Processing

For Acrobat AI Assistant and/or Generative Summary:

The Acrobat Generative AI Service extracts the content from the user-selected document and caches it with a corresponding session key for 12 hours. The session key uniquely identifies the PDF document of a specific user. If the user makes subsequent requests of the Acrobat Generative AI Service within the 12-hour period, the extracted content will still be cached. If the user makes subsequent requests after the 12-hour period, the content is no longer in the cache and the Acrobat Generative AI Service begins the extraction and caching process again. The cache is stored in the same servers as the Acrobat Generative AI Service.

Chat history remains in the user's control for review or query continuation. For users of Acrobat desktop and mobile, chat history is persistently stored on the user's device. For users of Acrobat web, chat history is stored in Adobe cloud storage.

For PDF Spaces:

Adobe stores all the original PDF files uploaded by user or the converted PDF files (from other supported formats) in Adobe cloud storage. Adobe also extracts, encrypts and stores the content of PDF files in Acrobat Generative AI Service hosting locations to enable seamless use of Acrobat PDF Spaces.

Chat history remains in the user's control for review or query continuation. For all users, chat history is persistently stored in the user's provisioned Adobe cloud storage location until and unless the user clears the chat history.

For content flagged as being harmful, illegal, or offensive:

Adobe stores only the flagged content for 30 days (unless there are other legal reasons to retain it) in accordance with the [Adobe Privacy Policy](#). Enterprises may contact Adobe using the form in the [Adobe Privacy Policy](#) if they want Adobe to delete this data sooner.

Enterprises also have the option to provide explicit consent to Adobe to access their document and its associated data for product improvement. If an enterprise has chosen this option, Adobe stores the related session data (including the file, prompt, and response) for 30 days for product improvement purposes. Feedback data is stored in encrypted and secured storage.

Adobe strictly limits who can access this information to a small number of trained Adobe employees directly involved in the development of the Adobe Generative AI Service. These employees use algorithmic and manual processes to review the session data and address the reported issue within the Acrobat Generative AI Service. Session data is automatically deleted after 30 days but can be deleted sooner upon request using the form in the [Adobe Privacy Policy](#).

Except for the chat history retention mentioned above and any content reported by the user, Adobe automatically deletes the uploaded documents, submitted prompts, and generated responses from Adobe cloud storage after 12 hours.

Content Filtering

Adobe leverages Azure OpenAI's content filtering service to moderate hate, sexual, violent, and self-harm content. The service uses Microsoft's collection of proprietary models for content filtering that has both contextual and semantic understanding of text. Responses are only provided to the user if they pass the check.

By default, Adobe has set Abuse Monitoring to OFF and Content Filtering to ON in Azure OpenAI.

Testing

Adobe teams conduct testing to reduce the potential for biased and harmful outcomes in our generative AI products. For more information on the development and testing processes for our generative AI solutions, please see the [Generative AI Built for Business solution brief](#). For the annual Security Testing Report for Adobe Acrobat, please see the [Adobe Acrobat Security Testing Report](#) (NDA required).

Note: While AI Assistant is included in the above Security Testing Report, PDF Spaces is not. It will be included in the 2025 report.

Data Processing and Storage Locations

Adobe Identity Management Services

Regardless of the geographic location of the customer, all identity data is stored in multi-region, load-balanced, cloud infrastructure providers with data centers located in North America, Europe, and APAC. Identity data is replicated across all data centers for reliability reasons. All identity data is secured at-rest using AES-256-bit encryption in compliance with the Adobe Common Controls Framework (CCF) and meets our internal policies for encryption and storage of sensitive data.

Acrobat Generative AI Service

Adobe hosts the Acrobat Generative AI Service in Amazon Web Services (AWS) data centers in North America, EMEA, and Asia-Pacific regions. For specific locations, please see this [HelpX](#).

Azure OpenAI Service

Microsoft hosts the Azure OpenAI Service in Microsoft Azure data centers. For location information, please refer to the [Azure geographies](#) page.

Questions?

For more information about Adobe security, including our enterprise, product, and operational security processes, security testing program, compliance and certifications, incident response program, and business continuity and disaster recovery (BCDR) processes, please see the [Adobe Trust Center](#).