Adobe

SECURITY OVERVIEW

Adobe Acrobat Analyzer

March 2026

About Acrobat Analyzer

Acrobat Analyzer is a generative AI-powered document intelligence product designed to improve efficiency, manage risk, and scale operations by unlocking critical insights from documents across the enterprise. With Acrobat Analyzer, organizations can streamline and accelerate document review and analysis workflows by automatically identifying and extracting custom insights from a large volume of documents and attributes.

Acrobat Analyzer requires the organization to have an active Acrobat Sign Solutions license.

Acrobat Analyzer components

Acrobat Analyzer includes the following key components:

- **Acrobat Analyzer web application** – Allows users to upload and organize files, search text, create custom attributes, apply filters, chat with multiple documents, and export reports using a web-based user interface.
- **Conversational interface (AI Assistant)** – Enables users to ask natural language questions about their documents and receive AI-generated answers, summaries, and insights grounded in the document's content, with source citations to maintain context and transparency.
- **Acrobat Analyzer Generative AI Service** – Manages file storage and divides and indexes files into smaller content sections. Leveraging Azure OpenAI, the Acrobat Analyzer Generative AI Service also enables users to ask questions pertaining to the files using AI Assistant and to extract values for custom attributes.
- **Acrobat Analyzer data storage** – Stores custom attribute definitions and the corresponding user-defined queries as well as indexes and stores user-uploaded documents.
- **Acrobat Analyzer APIs** – Enable customers to integrate custom applications as well as off-the-shelf analytics, ERP, and CRM solutions.

About Attributes

Acrobat Analyzer uses standard and custom attributes to extract insights from a single user-uploaded document or a collection of documents. Extracted insights are grounded in the document's content, with source citations to maintain context and transparency.

- **Standard attributes** are predefined and available out of the box to provide examples of how Acrobat Analyzer extracts terms common to contract document type.
- **Custom attributes** are user-defined based on the unique insights needed and document types. For custom attributes, users can tell Acrobat Analyzer what to extract by writing queries in natural language in the attribute description, which is saved in the Acrobat Analyzer database. For more information on creating custom attributes, see Help X.

Accessing Acrobat Analyzer

To enable users to access Acrobat Analyzer, the customers' Adobe Admin must specifically grant each user access to Acrobat Analyzer in the Adobe Admin Console. Access to Acrobat Analyzer requires an active Acrobat Sign Solutions entitlement within the same Admin Console organization. For more information, see Help X.

Acrobat Analyzer users are authenticated by Adobe Identity Management Services (IMS) using their Adobe credentials, granting access to Acrobat Analyzer web application. For more information about Adobe IMS, see the Adobe Identity Management Services Security Overview.

Data encryption

- **In Transit** – All data is encrypted in transit over HTTPS using TLS 1.2 or greater.
- **At Rest** – Data stored by Acrobat Analyzer is encrypted at rest using AES 256-bit encryption.

Security architecture and data flow — Attribute extraction

The following example illustrates how data flows in Acrobat Analyzer for data upload and attribute extraction:

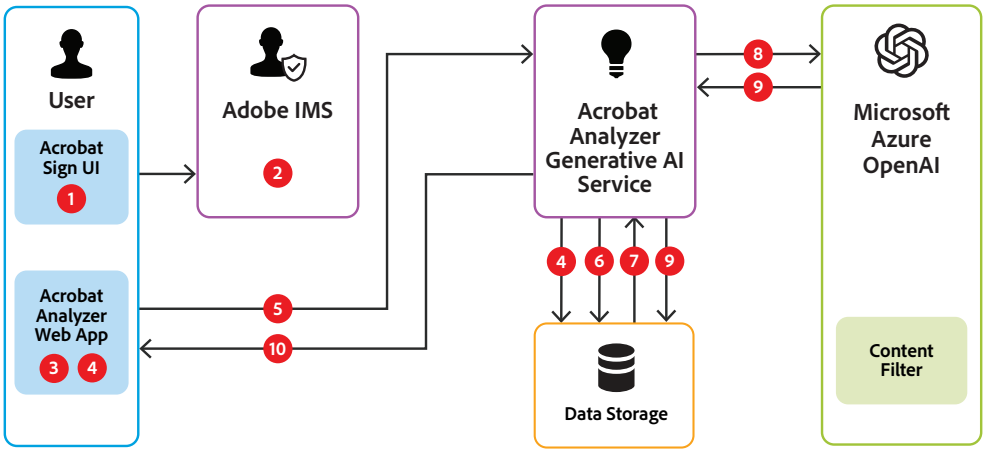

Figure 1: Attribute extraction in Acrobat Analyzer data flow diagram

Step 1: The user opens the Acrobat Sign user interface and logs in with their credentials.[1]

Step 2: Acrobat Sign forwards the request to Adobe Identity Management Services (IMS), which authenticates the user and checks whether the user — either individually or as a member of a group — is entitled to use Acrobat Analyzer.

Step 3: Once authenticated, the user is directed to the Acrobat Analyzer web application.

1 Alternatively, the user can navigate to analyzer.adobe.com and log in with their credentials in the web app. Acrobat Analyzer will forward the user's credentials to Adobe IMS, which checks the user's Acrobat Sign privileges. If the user is entitled to use Acrobat Analyzer, the web app will present them web app homepage.

Step 4: For custom attributes, users specify extraction criteria by formulating queries within the attribute description, which are then stored in Acrobat Analyzer data storage. For more information, see Help X.

Step 5: The user uploads one or a collection of PDF, Microsoft Word, and Excel documents to the Acrobat Analyzer Generative AI Service or instructs the Acrobat Analyzer web app to sync a selected folder from Microsoft SharePoint storage in the "Integrations" tab.

Step 6: The Acrobat Analyzer Generative AI Service indexes and stores the uploaded documents in Acrobat Analyzer data storage.

Step 7: The Acrobat Analyzer Generative AI Service retrieves relevant document content from Acrobat Analyzer data storage based on the attribute description using proprietary algorithms, which also programmatically enhance the attribute description to improve retrieval accuracy.

Step 8: The retrieved relevant document content and the refined attribute description are forwarded to Azure OpenAI to extract the requested values.

Step 9: Azure OpenAI returns the extracted values to the Acrobat Analyzer Generative AI Service, which in turn saves the values in the Acrobat Analyzer data storage.

Step 10: The Acrobat Analyzer Generative AI Service relays the responses to the user in the Acrobat Analyzer web application. The user can view the extracted attribute values in the Acrobat Analyzer web application by clicking on each document, exporting them to a CSV file, or applying filter criteria on extracted values to narrow down the results to specific documents. For more information, see Help X.

Security architecture and data flow narrative — AI Assistant

The following example data flow illustrates how data flows when a user asks a question in the AI Assistant conversational interface in Acrobat Analyzer:

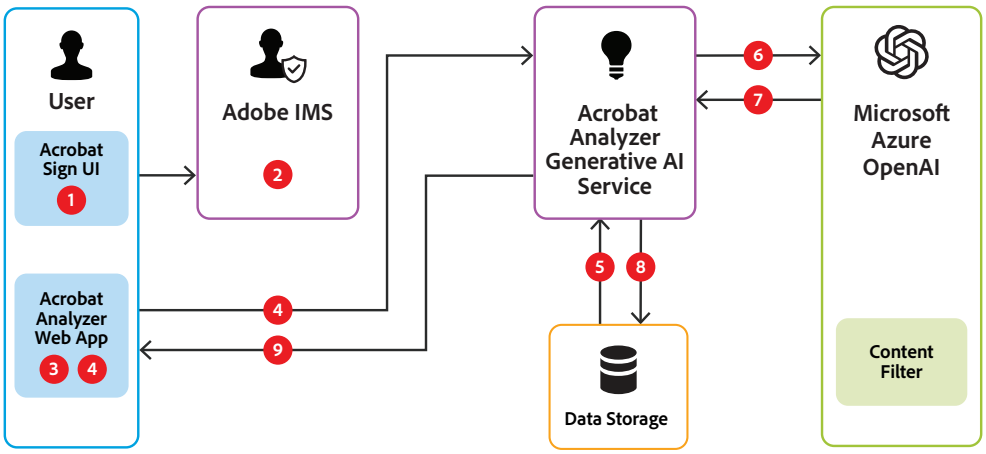

Figure 2: User query using AI Assistant in Acrobat Analyzer data flow diagram

Step 1: The user opens the Acrobat Sign user interface and logs in with their credentials.[2]

Step 2: Acrobat Sign forwards the request to Adobe Identity Management Services (IMS), which authenticates the user and checks whether the user — either individually or as a member of a group — is entitled to use Acrobat Analyzer.

Step 3: Once authenticated, the user is directed to the Acrobat Analyzer web application.

Step 4: The user selects one or more previously uploaded files in the Acrobat Analyzer web application, clicks on the AI Assistant button, and submits a query in the chat window.

Step 5: Using proprietary algorithms, the Acrobat Analyzer Generative AI Service retrieves the relevant document content from Acrobat Analyzer data storage based on the user's query and enhances the query to improve retrieval accuracy.

Step 6: The Acrobat Analyzer Generative AI Service sends the retrieved relevant document content and enhanced user query to Azure OpenAI, which generates an answer based on the provided context.

Step 7: Azure OpenAI returns the generated response to the Acrobat Analyzer Generative AI Service.

Step 8: The Acrobat Analyzer Generative AI Service stores the model's responses and the conversation query in Acrobat Analyzer data storage in accordance with product data retention policies.

Step 9: Simultaneously, the Acrobat Analyzer Generative AI Service streams the response back to the user to view in the Acrobat Analyzer web application.

Acrobat Analyzer and Azure OpenAI

The Acrobat Analyzer Generative Al Service currently leverages Azure OpenAI and enhances it with Adobe proprietary technology to glean relevant information and insights that the user is interested in extracting from the uploaded files.

To generate answers or extract values, Adobe may pass the following data to Azure OpenAI:

- Customer queries
- Prompts
- Relevant sections of content extracted from user-uploaded files to extract values for standard and custom attributes or to generate responses to user's queries

Adobe has disabled logging in Azure OpenAI, helping ensure that Microsoft does not collect or review any data sent for processing to Azure OpenAI. More information is available at Azure OpenAI data privacy and security.

Adobe does not use any customer data to train or fine-tune Azure OpenAI models.

2 Alternatively, the user can navigate to analyzer.adobe.com and log in with their credentials in the web app. Acrobat Analyzer will forward the user's credentials to Adobe IMS, which checks the user's Acrobat Sign privileges. If the user is entitled to use Acrobat Analyzer, the web app will present them web app homepage.

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. Adobe has configured the content filter to filter "medium" and "high" severity outputs from the model but not to filter any input.

Before sending responses back to the Acrobat Analyzer Generative AI Service, the Azure OpenAI content filtering service filters requests and generated responses that violate Azure OpenAI User Guidelines.

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 Adobe's generative AI solutions, see the Generative AI Built for Business solution brief.

Acrobat Analyzer is built on the Acrobat Sign infrastructure, which operates under Adobe's Common Controls Framework (CCF). This provides a standardized set of security and compliance controls designed to support external audits. Adobe plans to evaluate Acrobat Analyzer for inclusion in applicable certification, attestation, and audit reporting scopes as part of future assessment cycles.

Data retention

AI Assistant chat history

All chat interactions in Acrobat Analyzer are recorded in the user's history and retained in Acrobat Analyzer data storage until the relevant document or collection of documents is deleted.

User-uploaded documents

Acrobat Analyzer stores user-uploaded documents and the extracted standard and customer attribute values from these files in Acrobat Analyzer data storage until the user deletes the file(s). All documents along with their corresponding metadata are deleted after the user deletes them from the Acrobat Analyzer web application.

If the user has chosen to sync documents from their SharePoint repository, Acrobat Analyzer mirrors the retention policy of the SharePoint folder(s).

Acrobat Analyzer encrypts user-uploaded documents on a per-document basis. User-uploaded documents are visible to the user unless the user chooses to share collections of documents along with extracted values with other authorized users within the same admin organization by clicking the "Share" button on a collection.

Data processing and storage locations

Acrobat Analyzer

The Acrobat Analyzer web application, the Acrobat Analyzer Generative AI Service, and corresponding data and file storage are hosted in Amazon Web Services (AWS) data centers in the US-East region.

Although Acrobat Analyzer is built on the Acrobat Sign infrastructure, data remains separate and is not transferred or shared between the Acrobat Analyzer and Acrobat Sign solutions.

Azure OpenAI

Microsoft hosts the Azure OpenAI Service in Microsoft Azure data centers. For location information, please see the Azure geographies page.

Questions?

If you have any additional questions about the security posture and capabilities of Acrobat Analyzer, please contact your Adobe account manager. For all other questions about Adobe's security programs and processes and compliance certifications, please see the Adobe Trust Center.