Adobe

SECURITY OVERVIEW

Analyzer in Acrobat

August 2026

About Analyzer in Acrobat

Analyzer in Acrobat 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 Analyzer in Acrobat, 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.

Analyzer in Acrobat components

Analyzer in Acrobat includes the following key components:

- **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.
- **Analyzer AI Assistant conversational interface** – 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.
- **Analyzer Generative AI Service** – Manages file storage and divides and indexes files into smaller content sections. Leveraging Azure OpenAI, the Analyzer Generative AI Service also enables users to ask questions pertaining to the files using AI Assistant and to extract values for custom attributes.
- **Analyzer data storage** – Stores custom attribute definitions and the corresponding user-defined queries as well as indexes and stores user-uploaded documents.
- **Analyzer APIs** – Enable customers to integrate custom applications as well as off-the-shelf analytics, ERP, and CRM solutions.

About Attributes

Analyzer in Acrobat 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 Analyzer in Acrobat 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 Analyzer in Acrobat what to extract by writing queries in natural language in the attribute description, which is saved in the Analyzer in Acrobat database. For more information on creating custom attributes, see Help X.

Accessing Analyzer in Acrobat

To enable users to access Acrobat in Analyzer, the customer's Adobe administrator must assign the user an Acrobat license in the Adobe Admin Console, enable the Analyzer in Acrobat product toggle in the Acrobat product profile, and give the user access to Acrobat Shared Credits.[1] For more information, see Help X.

Analyzer in Acrobat users are authenticated by Adobe Identity Management Services (IMS) using their Adobe credentials, granting access to the 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 Analyzer in Acrobat is encrypted at rest using AES 256-bit encryption.

Security architecture and data flow — Attribute extraction

The following steps describe the flow and security of data for upload and attribute extraction. The steps in the narrative map to the numbers in the diagram below:

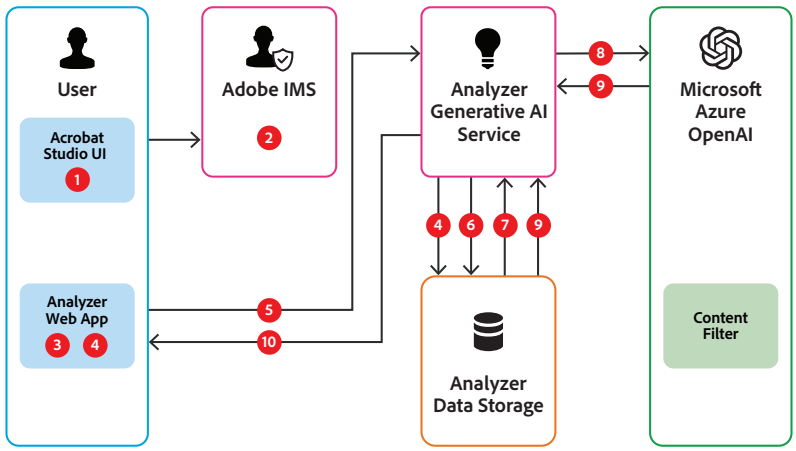

Figure 1: Attribute extraction in Analyzer in Acrobat data flow diagram

[1] Users must be given access to Acrobat Shared Credits to ingest documents and extract attributes. Without this access, users are limited to read-only permission to view collections and extracted values that have been shared with them.

Data flow narrative

Step 1: The user logs into the Acrobat Studio user interface with their Adobe credentials.[2]

Step 2: Acrobat Studio 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 Analyzer in Acrobat.

Step 3: Once authenticated, the user clicks the Analyzer tile (located under All tools > AI Assistant section) in Acrobat to access the Analyzer web application.

Step 4: For custom attributes, users specify extraction criteria by formulating queries within the attribute description, which are then stored in 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 Analyzer Generative AI Service or instructs the Analyzer web application to sync a selected folder from Microsoft SharePoint storage in the "Integrations" tab.

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

Step 7: The Analyzer Generative AI Service retrieves relevant document content from 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 Analyzer Generative AI Service forwards the retrieved relevant document content and attribute description to Azure OpenAI to extract the requested values.

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

Step 10: The Analyzer Generative AI Service relays the responses to the user in the Analyzer web application. The user can view the extracted attribute values in the 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.

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

Security architecture and data flow narrative — AI Assistant

The following steps describe the flow and security of data when a user asks a question in the AI Assistant conversational interface in Analyzer in Acrobat. The steps in the narrative map to the numbers in the diagram below:

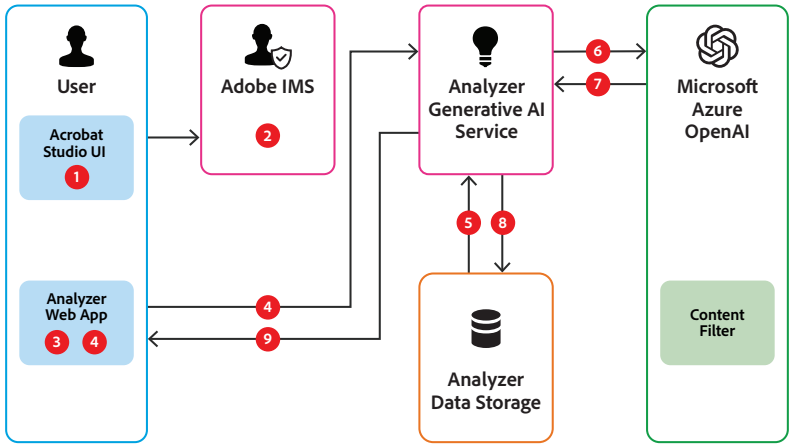

Figure 2: User query using AI Assistant in Analyzer in Acrobat data flow diagram

Step 1: The user logs into the Acrobat Studio user interface with their credentials.[3]

Step 2: Acrobat Studio 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 Analyzer in Acrobat.

Step 3: Once authenticated, the user clicks the Analyzer tile (located under All tools > AI Assistant section) in Acrobat to access the Analyzer web application.

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

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

Step 6: The 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 Analyzer Generative AI Service.

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

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

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

Analyzer in Acrobat and Azure OpenAI

The Analyzer Generative AI 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, review, or store 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.

Content filtering

Adobe leverages the Microsoft Azure AI Content Safety content filtering service to moderate hate, sexual, violent, self-harm, and protected material content. Adobe has configured content filtering to "Medium" blocking for both input and output that may 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.

Data retention

AI Assistant chat history

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

User-uploaded documents

Analyzer in Acrobat stores user-uploaded documents, and the extracted standard and custom attribute values from these files in 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 Analyzer web application.

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

Analyzer in Acrobat 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

Analyzer in Acrobat

The Analyzer web application, the Analyzer Generative AI Service, and corresponding data and file storage are hosted in Amazon Web Services (AWS) data centers in Virginia, USA and Frankfurt, Germany.

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

Azure OpenAI

Microsoft hosts the Azure OpenAI Service in Microsoft Azure data centers. Adobe restricts processing of Analyzer in Acrobat data to the customer's provisioned data sovereignty zone (either North America or EU).

Questions?

If you have any additional questions about the security posture and capabilities of this or any Adobe solution, please contact your Adobe account manager. For detailed information about Adobe's security programs and processes and compliance certifications, see the Adobe Trust Center.

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