Chatley AI, Inc.

Architecture & Compliance Guide

Platform architecture, data flows, and compliance framework mapping

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chatley.ai/trust-portal

Chatley AI's voice infrastructure runs on a SOC 2 Type II certified platform. Chatley AI's application layer is currently in SOC 2 Type II readiness.

1. Platform Architecture

The Chatley AI platform is a cloud-native, multi-tenant system organized across three independently secured infrastructure layers:

Layer 1 — Application Layer (Chatley AI, Inc.)

- • Frontend: React web application
- • Backend: Node.js / Express API
- • Database: Encrypted at rest (AES-256), hosted on AWS
- • Network edge: Cloudflare WAF, DDoS protection, TLS termination
- • Internal access: Tailscale Zero Trust mesh (WireGuard) — no public administrative access
- • Secrets management: Bitwarden Enterprise — zero-plaintext policy enforced

Layer 2 — Voice Infrastructure Layer (Voice infrastructure provider)

All real-time voice AI processing is handled by **our certified voice infrastructure provider** — our primary voice infrastructure subprocessor. Voice infrastructure provider orchestrates:

- • Speech-to-text (Deepgram or configured provider)
- • Large language model inference (OpenAI or Anthropic, via enterprise zero-training agreements)
- • Text-to-speech (ElevenLabs or configured provider)

Voice infrastructure certifications: **SOC 2 Type II, HIPAA, PCI DSS Level 1, GDPR, CCPA**.

Layer 3 — Telephony Layer (Telephony provider)

PSTN call routing, SIP trunking, and SMS are handled by **Telephony provider, a Delaware corporation**. Telephony certifications: **SOC 2 Type II, HIPAA, PCI DSS**.

2. Data Flow — Voice Call

The following describes the complete path of a customer voice call:

Step 1	Caller dials the business number. Call enters Telephony provider's PSTN infrastructure.
Step 2	Call is routed to the voice infrastructure platform via encrypted SIP trunk (TLS).
Step 3	Voice infrastructure provider processes the call in real time: STT → LLM inference → TTS. Audio is pro
Step 4	Upon call completion, Voice infrastructure provider sends a signed webhook to the Chatley application
Step 5	Chatley validates the webhook signature, then writes the transcript and metadata to the encrypted data
Step 6	Customer accesses transcripts and analytics via the Chatley dashboard. Access scoped by RBAC and

Data Handling Modes

Standard Mode	Transcript and metadata stored encrypted. Configurable retention (default 90 days).
Zero-Retention Mode	Enterprise only — dedicated infrastructure. Transcript processed ephemerally and discarded after call.
PCI Mode	Recording and transcription disabled during payment collection window. Cardholder data never stored.

3. Compliance Framework

Framework	Status	Notes
SOC 2 Type II	Infrastructure: Certified App layer: Readiness	Our voice infrastructure provider holds active SOC 2 Type II. AWS (cloud infra) holds activ
HIPAA	Supported	Requires: HIPAA flag enabled per agent + BAA signed with Chatley AI. Chatley AI has a B
PCI DSS	Supported	Voice infrastructure provider: PCI DSS Level 1. Correct implementation requires PCI flag +
GDPR	Ready	DPA available (chatley.ai/dpa). Subprocessors listed at chatley.ai/subprocessors. SCCs av
CCPA/CPRA	Compliant	Consumer rights supported. Data not sold to third parties. DPA includes CCPA/CPRA term

4. Shared Responsibility

Chatley AI operates under a Shared Responsibility Model. The full Shared Responsibility Matrix is available as a downloadable document on the Trust Portal.

Chatley AI, Inc.	Application security, data storage, access management, DevSecOps pipeline, webhook security, subpr
Voice infrastructure provider	Voice AI processing security, SOC 2 Type II, HIPAA, PCI DSS Level 1 certifications for the voice infras
Telephony provider	Telephony infrastructure security, SOC 2 Type II, HIPAA certification for the telephony layer.
Customer	Enabling HIPAA/PCI flags, signing BAA, obtaining end-user recording consent, configuring RBAC, prot

Architecture documentation, security questionnaire responses, and compliance attestation letters are available to enterprise customers. Contact: **security@chatley.ai**