

SECURITY & ARCHITECTURE BRIEF

Confidence, *made concrete.*

Restaurant Companion architecture, security, privacy, integrations, and managed deployment practices.

September 2026 · Enterprise diligence edition

CURRENT SCOPE

This brief describes the current architectural principles and managed deployment practices used for Restaurant Companion. Deployment-specific controls are confirmed during diligence and documented in the applicable agreement.

Architecture

Restaurant Companion is an intelligent hospitality layer between guest-facing channels and the systems a restaurant already runs. It coordinates conversation, commerce, knowledge, and operational events without displacing systems of record.

YOUR ORGANIZATION	Brands, locations, teams, roles, and approvals
RESTAURANT COMPANION	Conversation · commerce orchestration · knowledge · guest intelligence · event architecture
COMPANION OS · POWERED BY AXIONARI	Tenant isolation · elastic infrastructure · regional deployment · observability

ARCHITECTURAL PRINCIPLES

Tenant isolation

Brand, location, and role boundaries are structural, not cosmetic.

Systems of record remain authoritative

POS, reservation, payment, CRM, and loyalty platforms remain the client's official sources.

Least-privilege connectors

Every integration is scoped to the minimum data and actions required.

Separated environments

Development, staging, and production are distinct, with staged release and rollback paths.

Security controls

Security is treated as an operating discipline. The controls below describe the baseline for managed production deployments; exact evidence and responsibilities are reviewed in diligence.

Encryption

Data is encrypted in transit and at rest. Keys and secrets are held in managed secret stores.

Identity & access

Role-based authorization and least-privilege access apply to users, services, and integrations.

Auditability

Administrative and data access events are logged and attributable.

Secure development

Code review, dependency scanning, staged releases, and rollback planning are part of delivery.

Monitoring

Health, latency, application behavior, and operational signals are observed to surface issues quickly.

Incident response

Defined ownership, escalation, documentation, and client communication govern response.

Data, privacy & deployment boundaries

Data ownership

Guest relationships and guest data remain with the restaurant. Restaurant Companion processes configured data to provide the service.

Data categories

Approved restaurant knowledge, guest-provided context, transaction or reservation references, and enabled channel events.

Retention

Retention periods are set by data category and client policy during implementation; data is not kept without a defined purpose.

Deletion

Approved deletion requests are propagated across the managed deployment, subject to applicable legal and contractual requirements.

Subprocessors

Deployment-specific cloud, model, communications, payment, and observability providers are disclosed during diligence and governed contractually.

Regions

Deployment regions are selected according to client requirements and provider availability, then confirmed before production.

Integration boundaries

Client systems remain authoritative. Credentials are stored in managed secrets; connector access is scoped and logged.

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Payments & responsible intelligence

PAYMENT BOUNDARY

Tokenized checkout

Restaurant Companion orchestrates payment while the restaurant's enterprise payment provider processes it.

Hosted fields

Sensitive card details are entered in provider-hosted payment fields and do not enter the host conversation layer.

Data separation

Payment references are separated from conversation and guest context.

Reconciliation

Payment outcomes flow to the financial systems already used by the restaurant.

RESPONSIBLE INTELLIGENCE

Curated knowledge

The host answers from approved menus, policies, availability, and operating knowledge — not an open internet.

Human oversight

Teams control knowledge, escalation paths, enabled actions, and production approvals.

Continuous evaluation

Behavior and outcomes are evaluated to identify failures, drift, and required corrections.

Honest posture

PCI-conscious payment architecture and GDPR- and CCPA-aligned practices; SOC 2 remains a roadmap, not a certification claim.

Integrations & implementation

These capability categories are available for managed production deployments. The exact provider connection, data scope, and credentials are confirmed during solution design.

Integrations & implementation	CONNECTION	STATUS
POS & ordering	Routing, status, reconciliation	AVAILABLE
Reservations	Availability, holds, confirmations	AVAILABLE
Payments	Tokenized hosted checkout	AVAILABLE
CRM & loyalty	Identity, preferences, rewards	AVAILABLE
Voice & telephony	Multilingual service, human routing	AVAILABLE
Web, messaging & QR	Branded guest channels	AVAILABLE
Menus & knowledge	Approved operational sources	AVAILABLE
Analytics & operations	Events, outcomes, briefings	AVAILABLE

SAMPLE IMPLEMENTATION · TYPICALLY UP TO THREE WEEKS

01	Before kickoff	Systems map, owners, access, locations, channels, and success measures.
02	Week 1	Brand voice, approved knowledge, permissions, and environments.
03	Week 2	Provider integrations, guest channels, handoffs, and workflows.
04	Week 3	QA, training, production readiness, and staged go-live.

Timing begins when required access, data, and approvals are available. Complex, custom, or multi-brand deployments may be phased by system or location.

Diligence & contacts

Privacy

privacy@axionari.com

Enterprise evaluation

sales@axionari.com

Deployment package

Architecture, providers, regions, retention schedule, integration scopes, escalation contacts, and contractual controls are confirmed for the proposed deployment.

This brief is not a certification, audit report, or contractual commitment. Restaurant Companion states only certifications it holds. Deployment-specific controls, responsibilities, service levels, and legal terms are established in the applicable agreement.

restaurantcompanion.ai