Procurement information for Aivo

A practical starting point for procurement teams, IT, information-security reviewers and the people who will use Aivo. Match the intended writing task, data categories and devices to the current offer, then confirm the evidence and terms your organisation needs.

This page describes product scope and questions to resolve before an order or workplace evaluation. It is an information resource, not a contract, signed data processing agreement or approval for a particular category of information.

Evidence status · 20 November 2026

Aivo's owner confirmed these four areas on 20 November 2026. The status below records that supplier confirmation. Review the applicable documents and their exact scope for your offer before contracting or workplace approval.

Area	Evidence available and confirmation needed
Customer contracts and DPA	Supplier-confirmed: customer contract and DPA documentation. Review the proposed documents, legal parties, versions, agreed scope and service commitments before signing. Any customer-specific agreement is concluded separately.
Processing arrangements	Supplier-confirmed: processor and international-transfer documentation for the current global cloud processing. Review the applicable provider roles, locations, account configuration, endpoint retention and transfer terms for each workflow. No EU/EEA-only processing or universal zero-retention guarantee is stated.
Managed deployment	Supplier-confirmed: managed-deployment validation. Review the exact tested builds, device profiles, identity setup, update process and host applications for the proposed device estate. Check any MDM, Microsoft Intune, Jamf or virtual-desktop requirements against that scope.
Accessibility	Supplier-confirmed: accessibility assessment. Match the report's build and platform coverage, method, any standard assessed, assistive technologies, known limitations and remediation commitments to your requirements.

Read the public terms, privacy policy and data-handling guide alongside the actual documents agreed for your organisation.

Supplier and scope

Company identity	AivoLabs
Company name	Aivo
Based in	Copenhagen, Denmark
Product	Aivo: Nordic voice typing on iPhone and Mac, with a separate Mac Notetaker workflow
Contact	team@aivolabs.eu

Use the company page for the team and mission. Confirm the registered supplier details and the legal entity named in the proposed agreement before creating a supplier record or placing an order.

Capability and platform overview

Workflow	Current scope	What to assess
Everyday dictation	Danish, Norwegian Bokmål, Swedish, Finnish, Icelandic and English on iPhone and Mac.	Representative language tasks, names, numbers, meaning and the corrections needed.
iPhone	Public version 2.2.14; iOS 15.1 minimum in the App Store. Aivo keyboard, microphone session and compatible text fields.	Full Access, microphone and separate AI-processing permission; actual host apps and managed-device policy. Protected fields can restrict keyboards.
Mac dictation	Public 1.0.25, build 36; macOS 13+, Intel and Apple Silicon. Shortcut-driven insertion into compatible fields.	Microphone and Accessibility permissions, keyboard setup, target applications and protected fields.
Personal writing tools	Personal dictionary and snippets on iPhone and Mac. Optional Pro writing and custom modes on Mac; spoken-list setting on iPhone.	Intended vocabulary, exact saved wording, review of rewritten meaning and current entitlements. Tools are personal, not shared company libraries.
Mac Notetaker	Recording and transcription in public Mac 1.0.25 on macOS 15+. Microphone/computer audio; transcript review, copy, TXT and Markdown export.	Permitted recording, participant notice/permission, exact audio setup, account limits and cloud processing.
Company meeting pilot	Enabled company workspaces can add summary drafting, source review, approval, Word/PDF export and speaker labels.	Explicit pilot access, terms, provider handling and workflow availability. Labels do not establish a speaker's identity.
Other platforms	Windows is an unsigned testing distribution. Notetaker is not publicly available on iPhone or Windows.	Specify the supported production clients your procurement requires. A Teams web console is not a browser dictation client.

Supported language lists and formatter tests do not establish equal recognition quality or a comparative accuracy ranking. Test the offered public builds with your intended tasks. See dictation setup and the Mac and Notetaker offer.

Data flow and services involved

1. **The person chooses to record.** Operating-system microphone permission, iPhone keyboard Full Access and Aivo's AI-processing choice are separate. Company membership does not grant the member's AI permission.

2. **Submitted dictation goes through Aivo to OpenAI.** Audio, the selected language and relevant saved or learned vocabulary can accompany transcription. Optional writing processing can send text, instructions and relevant vocabulary.

3. **The person reviews the result.** Text returns for insertion or use in a compatible application. That application's saved copies, clipboard and backups have their own handling.

4. **Meeting operations are separate.** Mac Notetaker saves a recording before an explicit transcription step. Enabled speaker-label pilots use a separate ElevenLabs Scribe workflow; summary/document processing has its own scope and acknowledgement.

Service	Role to include in your review
OpenAI	Submitted audio and relevant context for transcription; text, instructions and relevant vocabulary for applicable writing and summary processing.
ElevenLabs	Speaker-labelled transcription in the separately enabled company Scribe pilot.
Railway and Supabase	Backend hosting/operational processing and account, personal-tool, team and service records respectively.
Microsoft Entra	Optional configured work-account authentication, including tenant/object identifiers and sign-in records. The sign-in flow does not request mail or document access.
Apple and RevenueCat	Apple sign-in and iPhone purchase verification/subscription management.
Stripe	Mac/company checkout, subscriptions, billing contact information and invoice access.
Vercel	Public website hosting and technical requests.
iPhone attribution/diagnostic integrations	The privacy policy discloses TikTok and Meta/Facebook SDK integrations, including install/launch and purchase-event measurement depending on configuration and platform permissions.

The current processing route is global. Aivo does not guarantee EU/EEA-only processing or universal zero retention. Review the service inventory and privacy policy, then confirm the provider schedule, locations and contractual arrangements applicable to the proposed use. This overview is not a signed subprocessor schedule.

Retention and local choices

Data category	Current handling and limits
Temporary dictation audio	Aivo processes transcription uploads in memory; devices use temporary recording files and clean them in normal flows. Provider handling and interruptions need separate consideration.
Recent text and personal tools	Recent history is device-local and account-separated. Supported local controls can limit new saved history; the iPhone local-content setting also stops automatic correction learning. Existing history, recovery archives and saved tools require separate handling.
Notetaker recordings and generated text	Saved recordings, transcripts, summaries and exports are distinct from dictation history. Confirm personal/company storage, access, deletion and any pilot retention settings for the selected workflow.
Detailed AI usage/cost records	Scheduled cleanup targets records older than 90 days. These records do not contain audio, transcript or prompt fields. This is not the deletion period for every log or record.
Account, billing, audit and diagnostics	Different purposes and retention rules apply. No fixed universal deletion deadline is published for all security events, provider records or backups. New content-minimising diagnostics do not purge historical records.
Copies outside Aivo's local controls	Inserted text, clipboard copies, exports, destination applications, operating-system backups and service-provider records require their own assessment.

Local saving choices are per account and device, and are not a centrally enforced organisation-wide retention policy. They do not stop cloud processing. Use the full data-handling guide and device-control guide to define the permitted workflow.

Governance, sign-in and offboarding

Aivo for Teams has five company roles. Owners manage company setup and role assignments; administrators manage supported membership tasks; billing managers handle invoices and the billing portal; auditors can review company audit events; members use their own company access. Read the complete role matrix for the exact permissions.

Supported company events can be filtered and exported by authorised roles. The audit view is an operations log, not a transcript or a complete record of everything an employee does. Company roles do not open personal dictation, device history or personal saved tools in the Teams console.

Optional Microsoft Entra sign-in requires administrator-assisted setup with Aivo, a configured tenant and an updated supporting app. Confirm client availability and tenant consent before rollout. The current offer does not include enforced SSO, SCIM or automatic directory provisioning.

Invitations are shared privately by the sender; Aivo does not automatically email them. The invitation's contact email is not an enforced recipient restriction. Removing a member ends company seat access and revokes related Aivo company sessions. Personal subscriptions, local content, exports and copies in other apps still need their own treatment. See setup and joining and offboarding.

Deployment and accessibility assessment

Specify the devices, OS versions, managed profiles, text fields and recording setup you intend to use. Run the evaluation in those applications. Compatible-field insertion and operating-system audio capture do not establish a dedicated connector to a case-management system, patient-record system, virtual desktop or meeting vendor.

For accessibility, assess the offered builds with the screen readers, keyboard navigation and alternative-input arrangements your people use. Confirm the scoped conformance evidence your procurement requires. This overview does not supply a product-wide accessibility-conformance report, independent security certification or a sector-approved deployment.

Trial, meeting pilots and commercial arrangements

The ordinary Teams trial is 14 days for 2-5 people, including the owner, with no card and no automatic paid conversion. Each person has 60 dictation minutes and 250 AI text-processing actions for the whole trial; recordings are capped at five minutes. Participants share the company end date. Read the current trial terms before starting.

An ordinary dictation trial and an enabled company meeting pilot have different scope. Confirm meeting features, participants, processing allowances and terms separately before planning longer recordings or document review.

Paid Teams subscriptions have a two-seat minimum. Monthly and optional annual billing, current local currencies, purchased seat quantities and renewal controls are described in the billing guide and current Teams offer. Owners and billing managers can view/download company invoices and use Stripe's billing portal. Personal purchases remain separate.

Confirm required purchase-order handling, public-sector e-invoice formats, payment periods and contractual terms before placing an order. Existing invoice access does not establish support for EAN, Peppol or OIOUBL.

Bring the requirements into one conversation

Email team@aivolabs.eu with your organisation, intended tasks, languages, device estate, permitted data categories and mandatory requirements. Use a non-sensitive description; do not send recordings, citizen or patient information, credentials or private invitation links.

Identify the documents and terms you need to assess: registered supplier details, a data processing agreement, provider and international-transfer arrangements, retention/deletion terms, security and accessibility evidence, support/incident commitments, service levels and exit arrangements. Confirm the agreed scope and actual documents before relying on them as part of an offer.

For a practical next step, use the public-sector pilot annex and the public-services overview.

Discuss your requirements

Plan a scoped evaluation

Sources and checked date

Checked 20 November 2026 against current public product, store, release and Teams documentation. Public Mac: 1.0.25, build 36. Public iPhone: 2.2.14, released 11 November. Check the current published clients and agreed pilot configuration when reviewing the offered scope.

- Aivo's App Store listing, Mac release feed and Mac release notes-public release scope.
- Teams handbook, setup and billing-access, roles, trial and commercial self-service.
- Data handling and privacy policy-service roles, processing, retention and workplace review.
- About AivoLabs and Aivo for Mac-company information, platform and Notetaker scope.