

Security Questionnaire Answers

Prepared answers for Sovereign GaiXer to the items IT departments typically check. Use them to fill in your organization's security questionnaire.

How to use this document: Standard answers are organized by the question categories of a typical security questionnaire. If you need individual answers to questions specific to your organization, our engineers will respond through a pre-sales consultation: <https://sovereign.gaixer.com/en/contact/pre-sales/>

1. Data handling

Question	Answer	Notes
Is user input (prompts, documents) sent externally?	No	AI processing runs on the appliance; internal data is not sent to the internet
Where is data stored?	On the appliance	Stored on the built-in NVMe SSD (1 TB / 4 TB). No backup or transmission to external clouds
Is user data used to train AI models?	No	Input data is never used to train external models
Is there a data erasure procedure for disposal or return?	Yes	We provide a data erasure procedure (details via pre-sales consultation or support)

2. Network

Question	Answer	Notes
Is an internet connection required?	No	Runs on the internal LAN alone; supports network-isolated operation
Supported network interfaces	—	Wired: RJ-45 (up to 10GbE) / Wireless: Wi-Fi 7, Bluetooth v5.4
Must dedicated software be installed on client devices?	No	Accessed from a web browser on PCs on the internal network

3. Encryption and data protection

Question	Answer	Notes
Is data at rest encrypted?	Yes	Storage uses a self-encrypting NVMe SSD
Is there access control (separation of administrators and users)?	Yes	Initial setup and management are performed with an administrator account. Detailed permission design is covered in a pre-sales consultation

4. Operation and vulnerability handling

Question	Answer	Notes
What is the OS and base software?	—	NVIDIA DGX OS (based on Ubuntu Linux Pro)
Are software updates provided?	Yes	Applied whenever the administrator chooses. Offline update methods are available for network-isolated environments
Is there a process for monitoring vulnerabilities and providing fixes?	Yes	We operate a process for monitoring vulnerability information and providing fixes. Discuss specific policies in a pre-sales consultation
Is there a hardware warranty?	Yes	A three-year hardware warranty is included in the appliance price (based on the Lenovo ThinkStation PGX; specifications and quality follow Lenovo's standards and warranty)

5. Support

Question	Answer	Notes
Is deployment support available?	Yes	With GaiXer Care (a 10-hour initial deployment support package), a specialist team supports your launch
Is there a contact point for failures and trouble?	Yes	Use our support contact: https://sovereign.gaixer.com/en/contact/support/
Are manuals and setup guides provided?	Yes	Provided as a bundled manual and on the support page: https://sovereign.gaixer.com/en/support/

6. Provider organization

Question	Answer	Notes
Is the provider's information security policy published?	Yes	FIXER Inc. Information Security Policy (Japanese): https://fixer.co.jp/about/security_policy/
Is the personal information protection policy published?	Yes	Privacy policy and handling of personal information (Japanese): https://fixer.co.jp/about/privacy_policy/
Product development structure	—	Jointly developed by Lenovo and FIXER. Hardware is the Lenovo ThinkStation PGX

7. Key specifications (reference)

Item	Details
Dimensions / weight	Approx. 150 × 150 × 50.5 mm / approx. 1.2 kg (240 W AC adapter, AC 100–240 V 50/60 Hz)
AI performance / memory	Up to 1,000 TOPS / 1 petaFLOPS (NVIDIA Blackwell), 128 GB unified memory
Storage	1 TB / 4 TB NVMe SSD (self-encrypting)

Need answers to your own questionnaire?

Please contact us first. Online consultations (from 15 minutes) are also available.

<https://sovereign.gaixer.com/en/flow/poc/>

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