BuddyWorkflow

# How your hub keeps your data safe

Control Hub data security
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Your hub is private to your business: a separate database, behind sign-in with two-step verification, with each person seeing only what their role allows. It runs on established, independently audited platforms, and no real business data goes in until you're comfortable with how it's protected.

## A private hub and database

- Every client gets a separate hub and a separate database. Nothing is shared with any other BuddyWorkflow client.
- It runs on your own address (for example hub.yourcompany.com).
- Your data is used only to run your business. It is never sold or shared.

## Only the right people get in

- Every page is behind sign-in. There are no public pages, and search engines are told not to index it.
- Sign-in links only go to people you've approved, and two-step verification (an authenticator app code) is required.
- Sessions end after 12 hours. You decide who has a login and can switch one off at any time.

## Each person sees what they should

- Roles decide what each person can see and change, and the hub checks them on the server for every page and every action.
- What a login can see comes from the login itself, never from a link, so changing a web address can't open someone else's records.
- Database-level access rules (row-level security) on every table block any access from outside the hub.

## Encrypted end to end

- Every connection uses HTTPS, and browsers are told to never fall back to an unencrypted one.
- The link between your hub and its database is encrypted, and stored data is encrypted at rest (AES-256).
- Connection tokens for linked accounts are encrypted a second time by the hub, and passwords and keys stay on the server, never in the browser.

## Every change accounted for

- Sign-ins, approvals, imports and other notable changes are recorded in an activity log: who, what and when.
- Anything that can't be undone (sending, deleting, marking paid) asks for confirmation first.
- Nothing goes out to your customers until someone on your team approves it.

## Connections you control

- We connect your other systems (accounting, CRM, email, bank) only with your permission, and read-only wherever that's possible.
- You can disconnect any connection at any time.
- Imported files are read to load the numbers, not shared or used for anything else.

THE SYSTEMS BEHIND YOUR HUB

## Built on platforms trusted by companies of every size

We don't run our own servers. Your hub uses three established providers, each independently audited, so your data gets the same protection as theirs.

### Vercel

Hosts the hub itself: the pages you and your team use.

- SOC 2 Type 2 attested and ISO 27001 certified.
- HTTPS on every request, with certificates managed and renewed automatically.
- Built-in protection against traffic floods and attacks.
- Your hub's keys and settings are stored encrypted and only read by the server.

### Supabase

Your hub's database and sign-in.

- SOC 2 Type 2 audited.
- Data encrypted at rest (AES-256) and in transit.
- Runs the email sign-in links and two-step verification.
- Row-level security on every table, so the database refuses direct requests that don't come through your hub.

### Anthropic

The AI behind features like drafting, sorting and summarizing.

- SOC 2 Type 2 and ISO 27001 certified.
- Under Anthropic's commercial terms, what your hub sends is not used to train their AI models.
- AI usage for your hub normally runs on an account set up for your business, kept separate from other clients.
- The AI only sees what a feature needs, and your team reviews its suggestions before anything is sent.

### Health, financial or other regulated records

If your business handles records covered by rules such as HIPAA or financial regulations, we plan the extra steps with you (such as signed business associate agreements with each provider and your own compliance review) before any of that data goes into the hub.

### Where things stand before you go live

Everything you see during setup uses clearly labelled sample data. Before any real data goes in, we set up the hosting and database for your hub, your team's logins with two-step verification, and a walkthrough of who can see what. We don't connect your real accounts or send anything on your behalf until you say so.

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Prepared by BuddyWorkflow. Questions about security: Bryn, 704-777-7831.