TRUST STACK

Security overview

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SOC 2

Our security controls are documented and mapped to SOC 2 criteria. A formal SOC 2 Type II audit is on our roadmap; the controls document is available on request.

Encryption

TLS 1.2+ in transit; AES-256 at rest for stored records and consent receipts.

Retention and deletion

Consent receipts retained 7 years. Captured supporter records are retained for the life of the customer account plus 90 days, then deleted. Customers can request deletion of any record at any time.

Access

Role-based access, per-client isolation (Client Walls), audit log of every export.

Sub-processors

Sub-processor	Purpose	When
Cloudflare	hosting, storage, edge delivery	always
The customer's chosen delivery destinations	NGP VAN, NationBuilder, ActBlue, WinRed, Action Network, i360, Anedot, Campaign Nucleus, Mobilize, Salesforce NPSP, Zapier, Make, Meta	only when the customer connects them
Resend	transactional email: report follow-ups and notifications	always

Data we handle: consented supporter records (name, email, address, and appended fields) and the consent receipt for each. We never collect or deliver phone numbers. Sub-processor changes are notified 30 days in advance.