ACCOUNTABILITY
CLARITY
RESULTS

VECTOR

Security & Trust

For the IT and security teams who review Vector Operations Pro, Vector Engineer and Vector Project. Where your data lives, who can see it, and what we commit to. If your review has a questionnaire, send it to **support@vectorxpro.com** and we'll fill it in.

QUICK ANSWERS

Data location
United States: Amazon Web Services us-east-1 (Northern Virginia), through Supabase.

Financial information
None. Stripe bills the subscription; card numbers never reach Vector.

Ads, tracking and AI
No ads, no tracking tools, nothing sold. Your records are not sent to any AI service or used to train AI.

Personal information
Business contact details only: name, work email, job title, role. No home addresses, IDs, HR, health or payroll data.

Your systems
Nothing to connect: no network, ERP or file-share access. Optional company sign-in (SAML SSO) through your own identity provider.

If Vector is unavailable
Not production-critical: work in progress waits, nothing recorded is lost, and reports and evidence packs print as an offline copy.

HOW IT'S PROTECTED

Separated in the database
Row-level security on every table: the database itself refuses to return another organization's rows. Nothing is public; all file storage is private.

Signing in
Invitation only; links and codes work once. Breached passwords refused. Two-step codes from an Authenticator app; SAML SSO with Microsoft Entra ID, Okta or Google.

Backups
Database backed up daily (7 days kept). Every new photo and file is copied nightly to an encrypted, add-only backup in our own Microsoft Azure account (US).

Encrypted
HTTPS (TLS) for every connection; the database and stored files are encrypted at rest. Supabase runs a SOC 2 compliant environment.

A record that can't be quietly changed
Operations Pro fingerprints every change (SHA-256), independently timestamped by DigiCert. In Engineer, a signed version can never be edited.

Roles
Your admin decides who can invite, sign off, close items and see which sites or projects. Contractors and suppliers see only what is theirs.

COMPANIES THAT PROCESS DATA FOR US

All in the United States

Company	What it does	What it receives
Supabase	Database, sign-in, file storage, server functions	Your organization's records and files
Resend	Sends Vector's emails	Recipient name, email and the email's content
Stripe	Subscription billing	Billing contact and card, entered on Stripe's own page
Microsoft Azure	Hosts the website; nightly backup of photos and files	An encrypted copy of your files, for recovery only
DigiCert, FreeTSA	Independent timestamps	A fingerprint (hash) only, never content
Apple, Google	App distribution; Apple Maps looks up a site address	A site's address when it's shown on a map

IF SOMETHING GOES WRONG

We tell your admins without undue delay, and within 72 hours of confirming it: what happened, what data, what we're doing.

IF YOU LEAVE

Your record stays yours: read-only and printable when a subscription ends. Close the account and it's deleted.

WHAT WE'RE HONEST ABOUT

VectorXPro is a small company with no SOC 2 report of its own yet. We answer your questionnaire specifically, not with badges.