

Advicity security questionnaire (short form)

Answers as of 2026-10-20.

Pre-filled from the same facts as getadvicity.com/trust. Questions not covered here: write to hello@getadvicity.com.

Data location

T1. Where is our data stored and processed?

Answer: Yes

In the United States. The database runs at Supabase in its US East (Ohio) region. The app runs at Vercel in the United States. The nightly backups are kept in Amazon Web Services in US East (Virginia).

T2. Is there a Swiss or EU storage option?

Answer: Not yet

Not yet. Swiss storage for documents and backups is being set up as a paid option. Nothing is stored in Switzerland or the EU today.

Encryption

T3. Is data encrypted in transit?

Answer: Yes

Yes. Every page and every call is served over HTTPS, and the site tells browsers to use only HTTPS for two years (HSTS). Pages refuse to be framed by other sites.

T4. Is data encrypted at rest?

Answer: Partly

Yes, at the storage level: the database provider encrypts all stored data (AES-256), and the nightly backups are encrypted with a key only Advicity holds before they leave our systems. We have also built a second layer that scrambles the words on your board with our own key (AES-256-GCM) before they are stored. It is not switched on yet; until it is, someone with database access can read those words.

T5. Who holds the encryption keys? Can we bring our own?

Answer: No

Advicity and its providers hold the keys today. A key you hold yourself is not offered yet.

Backup and recovery

T6. How is data backed up?

Answer: Yes

The whole database is copied every night, encrypted with a key only Advicity holds, and stored in a private bucket. Each copy is set to be deleted 30 days after it is made. A copy that cannot be read back is refused before it is stored. A few older copies, made before the encryption began, are deleted as their 30 days run out.

T7. Do you test restoring from backup?

Answer: Partly

Partly. Every change to the code runs a test that backs up a database and restores it. The full restore drill has been run on test data. A drill on the real backups has not been run yet; it is planned once a quarter.

Access control

T8. How do people sign in?

Answer: Yes

With a link sent to their email address, a passkey (Face ID or Touch ID), a password they choose, or Google. Two-step sign-in with an authenticator app, with backup codes, is available to every member.

T9. Do you support single sign-on (SSO or SAML)?

Answer: Not yet

Not yet.

T10. Can Advicity staff see our boards?

Answer: Partly

Advicity does not look at your board, except in three cases: you ask us to, the law requires it, or we are investigating a security incident or a breach of our terms. Even then there is one door: a person with that role must write the reason, the member is emailed before the board is opened (unless the law forbids it), the opening lasts one hour, and every step goes into a log nobody can change or delete. Today nobody holds that role. Staff tools require two-step sign-in.

T11. How is one customer's data kept apart from another's?

Answer: Yes

Every board is walled off from every other board inside the database itself (row-level security on every table), and a test proves the wall on every change to the code.

Logging

T12. Is there an audit log?

Answer: Partly

Every time Advicity staff open a member's board, each step is written to a log that cannot be edited or deleted. A log that a business customer can read, of who on their board opened what, is being built for business boards.

Retention and deletion

T13. How long do you keep data, and how is it deleted?

Answer: Yes

A board is kept as long as the account exists. A member can delete their account from their settings at any time: we erase it at once, and any copy left in a backup goes when that backup is replaced, within 30 days. The billing record is kept as long as tax law requires, no more than seven years. Questions asked of help are deleted after 90 days.

T14. Can we get all our data out?

Answer: Yes

Yes. Any member can download everything on their boards as one file, at any time, on every plan.

AI

T15. Which AI model provider do you use, and how is it called?

Answer: Yes

One AI company answers for every board: Anthropic. It is called only from our servers, never from your browser.

It is also named in our Privacy Policy, section 5.

T16. Is our data used to train AI models?

Answer: No

No. The AI company we use is barred by contract from training on it. And we do not use what you share with your board to train anyone else's board.

T17. Does the AI provider keep our data? Do you have zero data retention?

Answer: No

We do not have a zero data retention agreement today. Under its own terms, the AI company deletes what we send it within 30 days, unless it must keep something longer by law or to enforce its usage rules. Advicity is built so that a zero retention agreement can be switched on without changes.

Third parties

T18. Which subprocessors handle our data?

Answer: Yes

Supabase: the database and sign-in. Vercel: hosting. Anthropic: the answers. Resend: email. Stripe: payments. Sentry: error reports, never what you typed. Cloudflare: the check that a person is signing up. Google: only if you sign in with Google. Apple: the iPhone app and its notifications. For the nightly backups: GitHub runs the job that makes the copy, and Amazon Web Services stores it, encrypted.

Incident response

T19. What happens if there is a security incident?

Answer: Yes

We have a written incident plan: who does what, how the problem is contained, and how members are told. If something goes wrong with your data, we tell you promptly, within the time the law sets. Report a security problem to security@getadvicity.com.

Availability

T20. How do you monitor uptime? Is there a status page?

Answer: Partly

The site, the app and its database are checked every few minutes by an outside monitor, the background jobs by a heartbeat, and errors go to an error tracker that never sees what you typed. There is no public status page yet.

Compliance

T21. Do you have SOC 2, ISO 27001 or a penetration test?

Answer: No

Not today. Advicity has not had a SOC 2 audit, an ISO 27001 certification or an outside penetration test. This page is our honest account of what is in place instead. Card payments are handled by Stripe, which is certified at PCI DSS Level 1; we never see or store a full card number.

T22. Who can use Advicity, and under which law?

Answer: Yes

Advicity is a United States service, offered to people in the United States, by Advicity LLC. Our Terms and Privacy

Policy say exactly what we do with your data.