

VEKTOR · JULY 2026

Security & Data Protection Overview

This document describes how Vektor stores, protects, and processes customer data: where it lives, who can access it, and what the AI does with it. It is written for the person who owns security at your company. The contractual version of everything below is our Data Processing Agreement at vektorhq.ai/dpa. Questions: contact@vektorhq.ai.

1. At a glance

- **Your data is hosted in the EU (Frankfurt)** and encrypted in transit and at rest.
- **Every account is isolated at the database level.** Row-level security means one customer can never read another customer's data. Every API request is re-authenticated on the server.
- **No AI model is trained on your data.** Not by Anthropic, our AI provider, and not by Vektor.
- **Card data never touches Vektor.** Stripe handles all payments.
- **GDPR is built in:** a DPA, a published sub-processor list with 30 days' change notice, and deletion within 30 days when you leave.
- **SOC 2 / ISO 27001: on our roadmap.** Our infrastructure providers (Supabase, Render, Anthropic, Stripe) hold SOC 2 Type II or PCI DSS Level 1 certifications today.

2. What data Vektor processes

Vektor is a deal intelligence product. Your reps put in deal context (notes, emails, call transcripts, company information) and Vektor generates a brief and coaching for that deal. **You control what goes in.**

Typical data: business contact details (names, roles), company and deal information, notes and transcript content, and account data for your users (name, work email).

What Vektor does not need and you should not paste: special-category personal data (health, political opinions and similar) or payment card data. Our DPA (§2) covers this explicitly. Consent for recording calls you transcribe remains your responsibility under your local rules (DPA §4).

3. Where your data lives

Service	Provider & location	Notes
Application hosting	Render, EU (Frankfurt)	All traffic over TLS.
Database, auth, storage	Supabase, EU (Frankfurt)	Encrypted at rest. Row-level security per tenant.
AI processing	Anthropic (Claude API), US	EU Standard Contractual Clauses. Inputs retained up to 7 days, never used for training.

Payments	Stripe (merchant of record)	PCI DSS Level 1. Card data never reaches Vektor.
Analytics	PostHog, EU Cloud	Loads only after explicit cookie consent.

4. Who can access your data

- **Tenant isolation.** Every record is scoped to your account through database row-level security. Cross-customer access is blocked at the database layer, not just in application code.
- **Server-side enforcement.** Every API request is re-validated against the session on the server. Paid features return a server error for unauthorised accounts; nothing relies on hiding buttons in the browser.
- **Internal access on least privilege.** Vektor is founder-operated. Production data access is limited to the founder, used only for support and operations, and bound by the confidentiality terms of the DPA.

5. AI and your data: the three questions

Does Anthropic train its models on our data?

No. Anthropic's commercial terms prohibit training on API inputs and outputs. Inputs sent for generation are retained by Anthropic for up to 7 days for abuse screening, then deleted.

Does Vektor train AI models on our raw deal data?

No. Your raw deal content is used for one purpose: generating your briefs and coaching. Vektor does not build or train models on it.

Does Vektor use any of our data to improve the product?

Only in aggregated, de-identified form that cannot identify your company or any individual, for example patterns like where deals of a given type tend to stall. This is set out in our Privacy Policy and DPA, and it never includes your raw deal content.

6. GDPR posture

- **DPA available** (vektorhq.ai/dpa): processing on your documented instructions only, staff confidentiality, assistance with your Art. 32–36 obligations including breach notification, and a documentation-first audit right.
- **Deletion within 30 days.** When you leave, we delete or return your data at your choice within 30 days, except where Danish bookkeeping law requires retention of invoice records.
- **Published sub-processor list** (vektorhq.ai/sub-processors) with 30 days' advance notice of changes and a right to object.
- **EEA processing wherever possible.** The one material non-EEA transfer, Anthropic in the US, is covered by EU Standard Contractual Clauses.
- **Legal entity:** Vektor HQ, Denmark (CVR 46519779), supervised by Datatilsynet, the Danish data protection authority.

7. Certifications and compliance posture

Vektor does not yet hold SOC 2 or ISO 27001 certification; formal certification is planned as the company grows. Our current security posture rests on three pillars:

- We build on certified infrastructure: Supabase (SOC 2 Type II), Render (SOC 2 Type II), Anthropic (SOC 2 Type II), Stripe (PCI DSS Level 1).
- Security is enforced in the architecture: server-side auth on every route, database-level tenant isolation, least-privilege access, secure development practices.
- Under the DPA we provide a security summary and complete your security questionnaire on request.

8. Common questions

Can our reps paste customer names and confidential deal details into Vektor?

Yes, that is the intended use. The data stays in EU-hosted, tenant-isolated storage, is never used to train models, and is deleted when you leave. If your own customer contracts restrict where you may process their data, check them against our sub-processor list; the DPA gives you the processor chain in writing.

Do you sell our data or share it with third parties?

No. Data goes only to the sub-processors listed above, only to deliver the service.

What happens if you have a breach?

We notify you without undue delay, and no later than 48 hours after becoming aware of a breach affecting your data, with the information you need for your own obligations under GDPR Art. 33–34. This is a contractual commitment in the DPA (§11).

What happens to our data if Vektor ceases operations?

The DPA survives termination: on termination for any reason your data is returned or deleted, at your choice, within 30 days.

Version 1.0 · July 2026 · This is a living document; the published DPA, Privacy Policy and Sub-processor List at vektorhq.ai are the authoritative versions.