TRUST & PROCUREMENT

Everything a procurement review needs, on one page.

The claims a Nordic B2B buyer checks: data residency, GDPR posture, sub-processors, backup and recovery, and security controls. Stated exactly as they are, with links to the underlying documents and a downloadable pack for your file.

DATA RESIDENCY

Primary processing in the EU, transfers named and covered

Primary processing runs in the EU (Azure Sweden Central). A small set of US sub-processors operates under EU Standard Contractual Clauses.

Primary data in Azure Sweden Central (EU)

All application compute, the PostgreSQL database, object storage, the message bus, monitoring and key management run in Microsoft Azure's Sweden Central region. All primary personal data lives there.

A small set of US sub-processors, under SCCs

A few sub-processors (for example email/SMS delivery and browser map tiles) process some personal data in the USA. EU Standard Contractual Clauses cover those transfers. Where the recipient is certified, the EU-US Data Privacy Framework applies too.

We don't claim more than that

We deliberately avoid implying that data never leaves the EU. A few named sub-processors sit outside it. The full list, with purpose, location and transfer basis, is in the sub-processor table below and in the DPA.

GDPR & DATA RIGHTS

Subject rights that are actually implemented, not promised

Stockisto is built for European B2B customers. Erasure and portability are shipped features with a signed DPA behind them, not roadmap items.

Right to erasure (Art. 17)

You can have account and end-user data deleted on request. Deletion is a real, evaluated workflow in the platform, not a manual promise. Consumer reservation details are also erased automatically 30 days after a reservation expires.

Right to data portability (Art. 20)

You can export your tenant's data in a structured, machine-readable form through a dedicated export path. You can take your data with you.

Data Processing Agreement (Art. 28)

A full DPA is authored and available: Art. 28 processor terms, Standard Contractual Clauses, and an Annex naming every sub-processor. It is linkable and ready to sign as part of your review.

Data minimisation

We collect only the data needed to run the discovery and analytics product. Discovery and usage analytics carry no consumer identity. They do not store the client IP.

SUB-PROCESSOR

Services that receive personal data

SUB-PROCESSOR	WHAT FOR	WHERE	TRANSFER BASIS
Microsoft Azure	Cloud hosting and infrastructure: application compute, the PostgreSQL database, object storage, the message bus, monitoring and key management. This is where all primary personal data lives.	EU (Sweden Central)	Within the EU: no third-country transfer
Microsoft Azure OpenAI Service *	Optional AI assistance that drafts supplier-to-retailer outreach text. It processes retailer business-contact data, never consumer reservation data.	Global: Azure may process requests in any of its regions	Microsoft Products and Services DPA, including Standard Contractual Clauses
TypeSafe AI, Inc. *	Optional automated checks and suggestions on catalogue data, business records and text submitted through forms. Structured contact fields of a person are never sent, and email addresses and phone numbers are removed from free text first. Stockisto keeps each answer with the record it concerns and does not store what was sent. We assume TypeSafe processes data in the USA and keeps it for an unknown time.	USA	SCCs only: the Commission's Standard Contractual Clauses, without reliance on the EU-US Data Privacy Framework
OpenAI *	Optional reading of public web pages, such as retailer lists and company sites, to build the retailer directory and the catalogue. The cleaned text of the page goes to OpenAI's API, and so does any feedback a supplier types when they reject a sample. The page can include business contact details published on it. It never includes data from customer accounts or reservations.	USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
Twilio (incl. SendGrid) *	Delivery of transactional and lifecycle email via SendGrid (invitations, confirmations and notifications) and of SMS phone-verification codes via Twilio's messaging API, which receives the account user's phone number when they verify it.	USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
Stripe	Subscription billing and card-payment processing for paying suppliers. Stripe acts as an independent controller for the payment data it collects, under its own terms.	EU / USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
Google (Google Ireland Ltd)	"Sign in with Google" authentication for account users who choose it. Google acts as an independent controller for the authentication data under its own terms.	EU / USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified

Google Places (Google Ireland Ltd) *	Matches installer businesses to Google Places and reads their ratings. Searches send the business name, street and postcode, or its published phone number. Rating lookups send the Google place ID.	EU / USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
Mapbox	Rendering map tiles in the browser on the consumer Locator, the embeddable Widget and the Installer Portal. Receives the coarse map view and the requesting IP inherent to serving tiles, never reservation contact details.	USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
Cloudflare, Inc. *	Bot protection on the public sign-up, contact and newsletter forms (Cloudflare Turnstile). The check receives the visitor's IP address and signals from the browser, never what was typed into the form.	EU / USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
Google Analytics (Google Ireland Ltd) *	Marketing-site page and campaign measurement after analytics consent. Receives the page address, browser details, cookie id and IP address. Advertising signals are off.	EU / USA	SCCs, and the EU-US Data Privacy Framework where the recipient is certified
OpenStreetMap / Nominatim	Geocoding retailer business addresses during catalogue import and the address or place a shopper types into the locator search.	EU	Within the EU: business addresses and shopper search text
Stockisto operator lead inbox *	Receives the name, company, email and message submitted through demo, contact and newsletter forms so Stockisto can respond.		Recipient and transfer details: privacy@stockisto.com.
Bolagsverket, Brønnøysundregistrene (Brreg), CVR / Datafordeler / cvrapi.dk, PRH / YTJ	Company lookups send the organisation number to the relevant Swedish, Norwegian, Danish or Finnish registry service. A Swedish sole trader's organisation number is their personal identity number. Public registries act as independent controllers.	Sweden, Norway, Denmark and Finland (EU / EEA)	Within the EU / EEA: organisation numbers
National Land Survey of Finland (MML) *	Server-side geocoding of Finnish business addresses into map coordinates, when the MML API key is configured.	Finland (EU)	Within the EU: no third-country transfer
Kartverket	Server-side geocoding of Norwegian business addresses into map coordinates. © Kartverket.	Norway (EEA)	Within the EEA: business address data only

DNS is served by Cloudflare; no personal data is proxied or processed.

PRODUCT RESEARCH AND YOUR CHOICES

Product research and your choices

Where product research is enabled, PostHog EU receives route templates and fixed action labels through Stockisto's proxy. Without acceptance, each event has a new random identifier and cannot link visits. The proxy removes IP and forwarding headers. No browser storage does not, by itself, make collection exempt from privacy law; the legal assessment of this unlinked collection remains open.

Consent and replay

Acceptance permits a browser research identifier and masked session replay. Form values, page text and request bodies are excluded. Marketing and the portals share a consent preference; Find has a separate choice for each market. The Locator has no research tracking or choice switch. GA4 and GTM are dormant in this research setup.

Company inference

Configured company inference can use locally downloaded IPinfo network-owner data or an evidenced business email domain. A network owner or domain is not proof of a visitor's employer or identity. We assess this limited business inference under legitimate interest; you may object. IP address data is powered by IPinfo. Security IP logs are separate from product research.

Rights and retention

You can withdraw acceptance in Cookie choices and request access, export or erasure at privacy@stockisto.com. Withdrawal stops consented browser capture and removes its local research identifier; it does not undo earlier processing. Stockisto's raw discovery events have an enforced 30-day retention limit, are included in tenant export and erased with personal data; de-identified aggregates survive. That limit is not a PostHog retention guarantee. PostHog provider retention, export and erasure need separate verification before collection relying on them is activated. Primary hosting is Azure Sweden Central; PostHog uses EU endpoints. Any third-country access requires the applicable transfer safeguards in the DPA, including SCCs. We do not promise that all processing stays in the EU.

BACKUP & RECOVERY

Backed up in production, and the restore is actually rehearsed

In production, the database is backed up point-in-time with up to 35 days of retention, geo-redundant within the EU. We drill-test the restore on real infrastructure (most recent drill: July 2026).

35-day geo-redundant backups in production

The production PostgreSQL database is backed up with point-in-time restore and up to 35 days of retention, geo-redundant within the EU. Non-production environments use a shorter window and are not geo-redundant.

Recovery targets (not guarantees)

We work to internal recovery targets: at most 1 hour of data loss (RPO), and at most 4 hours to restore service (RTO). These are operational targets we design and test against, not a contractual guarantee.

Drill-tested restore

We drill-test point-in-time restore on real infrastructure. The most recent drill (July 2026) restored the database, confirmed row-count parity against the source, and tore the copy down cleanly.

PROVENANCE

A store's stock answer names the retailer and the date

An answer that names the retailer who confirmed it, and when, carries more weight than one that doesn't. That's the whole claim: retailer-confirmed stock, with the date, not a certification.

The retailer, named

A store's stock answer names the specific retailer who confirmed it. It traces back to a real store, not an anonymous feed.

The date, shown

A store's stock answer carries the date it was confirmed, so the reader can judge how current it is before acting on it.

Not a certification

Naming a retailer and a date is not a certification, an audit, or a guarantee. It's a dated answer from the store itself, stated as exactly that.

SECURITY CONTROLS

The controls, in brief: the full list is on /security

A short summary of the controls a reviewer asks about first. The complete breakdown, control by control, lives on our Security page.

- Multi-tenant isolation enforced in the data layer: a global query filter constrains every read to the calling tenant, an insert-time guard blocks tenant-less writes, and cross-tenant tests run in CI on every change.
- Short-lived (15-minute) JWT access tokens, with an HttpOnly refresh cookie that rotates on every use and detects replay of a spent token.
- TLS everywhere with HSTS, a restrictive Content-Security-Policy and security headers on every response, plus per-tenant rate limiting and automatic abuse blocking.
- Encryption in transit (TLS) and at rest (managed storage encryption), with privileged tenant actions written to an audit log.

SUPPORT

A real inbox, a stated response expectation

Support and security both reach a monitored inbox.

- General support and product questions: help@stockisto.com. We reply within one business day.
- Security reports and disclosure: security@stockisto.com. We acknowledge good-faith reports and coordinate a fix.
- We do not offer a formal, contractual response-time SLA yet. We would rather tell you that than imply one.

WHAT WE DON'T CLAIM

The honest part of a procurement review

Buyers get burned by vendors that imply certifications they don't hold. We'd rather state the gaps up front. It's faster for your review, and it's simply true.

- We are not ISO 27001 certified, and we won't imply otherwise. The concrete controls we do run are listed on our security page.
- We are not SOC 2 audited. There is no SOC 2 report to hand you today.
- No self-serve plan carries a contractual uptime SLA. We run the service carefully and monitor it, and our targets are on the SLA page. An Enterprise agreement can set contractual terms, and it is agreed at sale rather than promised here.
- We do not claim data never leaves the EU. A small set of named US sub-processors operates under Standard Contractual Clauses. We list every one.