

Security & data handling

TenantSafe is a UK-GDPR product built on EU-hosted managed infrastructure, with data-minimisation designed into the complaint journey. This summary reflects the live product; the authoritative, current detail is the privacy notice at tenantsafe.co.uk/privacy.

Hosting & data residency

Personal and complaint data is held in **Supabase (EU region, eur3 / Frankfurt)** to minimise third-country transfers. Fully managed services throughout — no self-hosted servers to patch.

Access control

Row-Level Security is the row-level authorisation boundary; API grants gate exposure — both enforced. Provider access is **scoped to their own organisation**; the privileged service role is confined server-side and guarded three ways (compile-time, lint, and a CI bundle check).

Chat data minimisation

Conversation transcripts are never stored. Only the structured complaint record you choose to save is written to the server; chat context is held in the browser tab for the session only.

Error monitoring

Diagnostics run through a self-hosted error tracker with a **two-layer PII scrub** (key-based and pattern-based redaction) and default PII capture switched off — emails, postcodes, phone numbers, tokens and free text are stripped before an event is stored.

Bot mitigation

Sign-up, sign-in, password reset and chat are protected by **Cloudflare Turnstile** in cookieless managed mode — no behavioural data leaves Cloudflare's edge. Verified server-side and enforced natively on authentication.

Your rights (UK GDPR)

Lawful bases are stated in the privacy notice. Data-subject requests are answered **within one month**; a self-service "Download my data" export is available in-account. Full DPA and Legitimate Interests Assessment on request.

Data retention

≤ 30 days	Account data (name, email, hashed password, address) after you close your account — unless part of a retained complaint record.
6 years	Complaint records, generated letters and provider-submission records from closure (Limitation Act 1980), then deleted or anonymised.
12 months	Session metadata, login timestamps and chat session start/end times, for security and abuse detection.
Indefinite	Anonymous aggregated statistics only — data that does not identify an individual.

Prepared by ThinkTribal for TenantSafe. Accurate as of July 2026. Key processors include Supabase (EU database & authentication), Vercel (application hosting), Anthropic (letter generation), Brevo (transactional email) and Cloudflare (bot mitigation); the full, current sub-processor list, the DPA and the Legitimate Interests Assessment are available on request and summarised at tenantsafe.co.uk/privacy, which is the authoritative source. © 2026 ThinkTribal Ltd.