

Trust, privacy & compliance overview

A concise summary of the security, privacy, and operational controls that SalesOps can substantiate today. This document is derived from the public Trust Center at salesops.ca/trust and is intended for procurement and vendor-review teams.

Legal entity	SalesOps — Sole proprietorship
Location	Sudbury, Ontario, Canada
Governing jurisdiction	Ontario, Canada
Primary data region	Germany (EU)
Contact	info@salesops.ca
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Company & governance

- SalesOps — Sole proprietorship, Sudbury, Ontario, Canada.
- Governing jurisdiction: Ontario, Canada.
- No third-party certifications (SOC 2, ISO 27001, PCI DSS) are held at this time.
- Foundational internal policies are in place; a formal versioned policy set is in development.

Data handling

- Primary database region: Germany (EU).
- TLS in transit for all application and API traffic.
- At-rest encryption via managed database and storage providers (provider-managed keys).
- Customer data is not sold and is not used to train shared AI models.
- Workspace administrators can export data and request permanent deletion.

Access & authentication

- Email/password and Google SSO available today; SAML SSO planned.
- User-configurable MFA planned.
- Role-based access (Admin, Manager, Rep) with workspace-scoped authorization.

Operations & incident response

- Managed platform providers deliver infrastructure availability and backups.
- Security contact: info@salesops.ca and [/.well-known/security.txt](#).
- Formal customer-facing SLA and status history are in development.

Responsible AI

- AI features are draft and recommendation tools requiring human review.
- SalesOps never sends email or places calls autonomously on behalf of a user.
- Only information required for an invoked AI feature is sent to the AI provider.

Subprocessorsors

Current third-party service providers engaged to operate the platform. The public list at salesops.ca/legal/subprocessors is authoritative.

Provider	Purpose	Region
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Supabase	Managed Postgres database, authentication, and private object storage	Primary project region: Germany (Frankfurt)
OpenAI	AI processing for summaries, drafts, coaching, and recommendation features	United States (per OpenAI configuration)
Stripe	Payment processing for subscriptions (via Paddle where applicable)	Global
Paddle	Merchant of record for subscription billing and tax handling	Global
Resend	Transactional email delivery	United States and European Union endpoints
Mapbox	Mapping, geocoding, and routing for territory and visit features	Global
Cloudflare	Edge hosting for the SalesOps web application (via Lovable)	Global edge network
Lovable	Application hosting and build platform	Global
GitHub	Source control and CI	United States
n8n	Internal workflow automation (e.g. scheduled outreach package generation)	Self-hosted / customer-controlled deployment

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