Security overview

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Infrastructure information: 27 October 2026

https://trust.customerjourneyguide.com/

Provider

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Security

- The production application is served over HTTPS.
- The product requires sign-in. Access inside a workspace follows assigned roles.
- Production PostgreSQL backups have a seven-day retention period.
- File storage has a secondary copy in North Europe, Ireland.

Controls at a glance

Documented practices (self-reported, not independently audited):

- HTTPS connections; product sign-in; workspace roles.
- EU application, database, and primary file storage: Azure West Europe.
- AI suggestions and translations: Azure OpenAI EU Data Zone Standard.
- PostgreSQL backups: seven-day retention.
- Secondary file storage copy: Azure North Europe, Ireland.
- Public privacy policy; core provider summary; security contact.

Replacement being sought: WorkOS MCP authentication (United States processing). The change is not complete and no completion date is committed. Infrastructure facts remain dated 27 October 2026. This is not a complete control inventory or an independent audit.

Data residency

Production services and AI processing are hosted in the EU. WorkOS, used for MCP connection authentication, is the remaining non-EU exception.

- Application and primary PostgreSQL database: Microsoft Azure West Europe, Netherlands.
- Primary file storage: West Europe, Netherlands.
- File storage secondary copy: North Europe, Ireland.
- AI, including needs suggestions and translations: Azure OpenAI EU Data Zone, Standard deployment.
- Identity: Azure AD B2C, Europe.
- Transactional email: Azure Communication Services, data location Europe. Delivery into a recipient's mailbox is outside this hosting statement.

WorkOS handles MCP connection authentication and involves processing in the United States. We are seeking a replacement to remove this remaining non-EU dependency. The replacement is not yet complete. We do not claim that all processing stays in the EU.

Privacy and certifications

Clientology Institute s.r.o. processes personal data under the GDPR. The published privacy policy describes our role as controller for users' personal data. Contact us about customer content processing, contractual responsibilities, and data processing agreement requirements.

We do not currently hold ISO 27001, SOC 2, or a GDPR certification. This overview does not represent an independent audit or certification.

Core providers

- Microsoft Azure: application hosting, PostgreSQL, file storage, real-time services, monitoring, identity, and transactional email. Locations as above.
- Microsoft Azure OpenAI: in-product AI, needs suggestions, and translations. EU Data Zone, Standard deployment.
- WorkOS: MCP connection authentication; United States processing. Replacement is being sought.

This is a summary of core providers. Request the full contractual subprocessor inventory and transfer arrangements from info@clientology.cz.

Public policies

Privacy (English): https://www.customerjourneyguide.com/privacy
Privacy (Czech): https://www.customerjourneyguide.com/cs/ochrana-osobnich-udaju
Terms (English): https://www.customerjourneyguide.com/terms
Terms (Czech): https://www.customerjourneyguide.com/cs/obchodni-podminky

Questions and security concerns

For questionnaires, data processing requirements, or security concerns, contact info@clientology.cz. Do not include passwords, access tokens, or customer content in your initial message.