

SOPVault™ Privacy Policy

Effective Date: 08/31/2025

1. Information We Collect

We collect:

- Account Information: username, email, first name, last name
- Employment Information: job position, department
- Security Information: session tokens, CSRF tokens
- System Information: log entries related to user actions (audit/compliance), device/browser metadata

Passwords are never stored in plain text. We use salted, hashed password storage.

2. How We Use Your Information

We use your information to:

- Authenticate and manage accounts
- Assign training, SOPs, and OJT tasks by position/department
- Secure sessions and prevent unauthorized access
- Maintain audit logs and e-signature trails (required by ISO/FDA/GxP)
- Provide support and service notifications

We do not sell or rent your information.

3. Cookies and Tokens

We use only essential cookies:

- Session Cookie (PHPSESSID): Keeps you signed in
- CSRF Token: Protects against cross-site request forgery
- Optional Preferences: Non-sensitive settings like UI theme

Cookies are set with Secure, HttpOnly, and SameSite protections. No third-party tracking cookies are used.

4. Data Retention

- Account data and electronic signatures are retained for 2 years after account deactivation, unless a longer period is required by law or regulatory compliance.
- Active account data is kept for the lifetime of the account.
- Session and CSRF tokens are stored only for the session duration.

- Audit logs (approvals, training records, signature verification) are retained per compliance requirements, typically 2–7 years depending on the customer’s quality/regulatory obligations.

5. Security

We use:

- TLS encryption for data in transit
- Secure cookies with HttpOnly/SameSite flags
- Strong password hashing (bcrypt/argon2 recommended)
- Role-based access controls
- Continuous audit logging

6. Data Sharing

We may share data with trusted processors:

- Hosting: GoDaddy
- OCR/Storage: Google Cloud
- AI Processing: OpenAI

These providers act under data processing agreements and do not use your data for their own purposes.

7. Your Rights

Depending on your jurisdiction, you may request:

- Access, correction, deletion
- Restriction or objection to processing
- Data portability
- Complaint to a supervisory authority

Requests can be made via your SOPVault™ administrator or chris@nutrabatch.com.

8. Updates

We may update this Privacy Policy from time to time. Updates will be posted with a new effective date.