

# SOPVault™ Privacy Policy

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Effective Date: 03/03/2026

## 1 Information We Collect

- Account Information: username, email, first name, last name
- Employment Information: job position, department
- Security Information: session tokens, CSRF tokens
- System Information: audit logs, device/browser metadata

Passwords are never stored in plain text.

## 2 How We Use Your Information

We use information to:

- Authenticate accounts
- Assign SOPs, training, and OJT tasks
- Protect sessions and prevent unauthorized access
- Maintain audit logs and e-signatures for compliance
- Provide support

We do not sell or rent your information.

Organizations using SOPVault™ act as the data controller for operational and training records stored within the Service. NUTRABATCH, LLC acts as a data processor for the purpose of providing and maintaining the Service.

## 3 Cookies and Tokens

We use only essential cookies:

- Session cookie (PHPSESSID)
- CSRF token
- Optional preference cookies (e.g., theme)

Cookies are set with Secure, HttpOnly, and SameSite protections.

## 4 Data Retention

- Account data and electronic signatures are retained for 2 years after account deactivation, unless required longer by law.
- Active accounts are kept for the lifetime of the account.
- Session and CSRF tokens are stored only during the session.
- Audit logs are retained per compliance requirements (typically 2–7 years).

Training records, audit logs, and electronic signatures may be retained longer when required by regulatory or organizational compliance policies.

## 5 Security

We protect your information with:

- TLS encryption
- Secure cookies with HttpOnly/SameSite flags
- Strong password hashing
- Role-based access controls
- Continuous audit logging

SOPVault™ infrastructure is hosted on secure cloud servers located in the United States.

## 6 Data Sharing

Trusted service providers:

- Hosting: GoDaddy
- OCR/Storage: Google Cloud
- AI Processing: OpenAI (used for automated text analysis and content generation features)

These providers act under strict processing agreements. These providers process data solely to support the operation of the Service and do not obtain ownership rights to customer data.

These providers process information solely to provide technical functionality for the Service and do not obtain ownership rights to customer data.

## **7 Your Rights**

Depending on your jurisdiction, you may request:

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

Requests can be made via your SOPVault™ administrator or [chris@nutrabatch.com](mailto:chris@nutrabatch.com).

## **8 Updates**

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

## **9 Security Incident Notification**

In the event of a confirmed security breach that results in unauthorized access to customer data, NUTRABATCH, LLC will notify affected administrators without undue delay after becoming aware of the incident and will take reasonable steps to mitigate the impact.