TRUST & ASSURANCE

Data Security & Compliance

How Neo Agent protects partner and end-client data — the certifications, controls, and safeguards behind every ticket Neo touches.

SOC 2
Type I & II attested

AES-256
encryption at rest

GDPR
aligned processor

24/7
on-call rotation

CERTIFICATIONS & ASSURANCE

SOC 2

Type I & II — complete & attested

Both examinations completed and attested by Prescient Assurance. Full report available on request under NDA.

GDPR

Aligned as a data processor

Published Privacy Policy, DPA and EU DPA, and Technical & Organizational Measures (TOMs) mapped to Article 32.

HIPAA

Business Associate Agreement

BAA available for covered MSPs and healthcare-adjacent clients.

PENETRATION TESTING

Independent, at least annual

Third-party penetration testing performed at least annually, with findings remediated.

DATA PROTECTION

ENCRYPTION IN TRANSIT

TLS 1.2 / 1.3

All data in motion is encrypted with modern TLS.

ENCRYPTION AT REST

AES-256

At-rest data secured with AES-256 using Azure platform-managed keys.

TENANT ISOLATION

Per-tenant scoping

Every record carries a **client_id** and every data path is scoped to it in the application layer.

SECRETS MANAGEMENT

Azure Key Vault

Secrets held in Key Vault with envelope encryption; access tokens are never persisted in the vault.

DATA RESIDENCY

YOU CHOOSE WHERE YOUR DATA LIVES

Data is stored and processed in the Microsoft Azure region you elect — **United States, United Kingdom, Canada, or the European Union (EU West)**. EU customer data stays within the EEA. Australia or another region can be provisioned on request.

SUBPROCESSORS

Microsoft Azure | **AWS** | **Supabase** | **Elastic Cloud** | **Temporal Cloud** | **Vercel**

OpenAI / Azure OpenAI | **Twilio** | **LiveKit** | **New Relic** | **Stripe**

Full subprocessor register available on request.

OPERATIONAL RESILIENCE

- **24/7 on-call rotation** with a four-level severity model.
- **Breach notification** to affected customers within 24 hours of confirmation.
- **Disaster recovery** RTO/RPO tiers — Tier 1 = 4h RTO / 1h RPO.

SAFETY BY DESIGN

- **Technician-in-the-loop** approvals gate every sensitive action.
- **Test mode** lets you validate behavior before Neo acts on live tickets.
- **Complete audit trail** of every decision and action Neo takes.