

## Your ACE data stays *yours*. Full stop.

You pull ES-003 reports or modified extracts that carry entry summary line data, filer codes, manufacturer IDs, and duty detail, and load them into our platform. Before that first upload, here is exactly what happens to the data, who can see it, and how you get it back.

01

### Encrypted & isolated

Stored in a U.S.-based AWS region. Encrypted in transit (TLS) and at rest (AES-256). Row-level security enforces tenant isolation, with no cross-client visibility.

02

### Never sold. Never shared.

We do not sell or rent your data. We do not use your clients' identifiable data to build products for other customers. Access inside CustomsGenius is limited to personnel with a documented need to know.

03

### Export or delete, on demand

Export in CSV or JSON at any time. Request deletion and we remove Customer Data within 60 days, subject to legal holds, active disputes, and routine backup rotation as spelled out in the DPA.

## Our commitments, in plain English

- ✓ **You own your data.** We process it only to run the platform for you.
- ✓ **Notice** before any new subprocessor touches unredacted data. You can object.
- ✗ **No sale, rental, or third-party sharing** of your data. Ever.
- ✗ **No disclosure to the government** without legal process, and we tell you first when legally permitted.
- ✓ **72-hour breach notification** if Customer Data is ever compromised.
- ✓ **Signed DPAs** with every subprocessor, with protections equivalent to ours.
- ✗ **No use of identifiable data** to build products or services for other customers.
- ✗ **No hidden data re-use** beyond running and improving the platform you're paying for.

### INFRASTRUCTURE & SUBPROCESSORS

#### Supabase

HQ: San Francisco, CA

Database / Auth

PostgreSQL data store with row-level security. Customer Data lives here.

#### Amazon Web Services

HQ: Seattle, WA

US-East-2 (Ohio)

Underlying compute and storage. All data resides in the United States.

#### Vercel

HQ: San Francisco, CA

Web hosting / Edge

Serves the application. Handles data in transit and session state.

**The short version.** Your data is encrypted, isolated from other customers, never sold, and yours to take back whenever you want. The full Data Processing Addendum, which governs everything above, is available on request and forms part of our platform terms.

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