FoxPlug: security questionnaire, answered

Last reviewed 11 November 2026. Source: https://foxplug.com/trust/ . Every answer has a line of proof in our records. Contact: privacy@mentionfox.com

About us

Do you hold ISO 27001, SOC 2 or a similar certificate?

No. FoxPlug is a small company without a security certificate, and we do not claim to be aligned with one. Some of our hosting providers hold their own certificates; they are listed with links at https://foxplug.com/trust/#providers .

Who has access to production systems?

Only FoxPlug's founder, and the people he delegates to, have production access.

Data we hold

What customer data do you store?

Your account (email, name), your projects, drafts, milestones, pages and settings, and the access tokens you give us for the tools you connect.

What do you read from GitHub?

Repository names, commit messages (with author, date and link), releases and their notes, and the titles and descriptions of merged pull requests and closed issues. We never read or store code files. If you name a docs folder and press Check docs, we also read the documentation pages in that folder.

What do you read from Stripe?

Read-only access to subscriptions and failed payments. FoxPlug cannot charge, refund or change anything. One-click connect adds a single listener (three payment events) to your Stripe account; disconnecting removes it.

Do you ever write to the tools we connect?

Three cases only: the single push webhook added to a GitHub repository, the single listener added to Stripe, and, only when you press Approve on a drafted documentation edit, one pull request on your GitHub repository from a new branch that contains only that file (never a push to your main branch, never a merge). Posting to a social network happens only when you press Post.

Do you post or send anything on our behalf automatically?

No. Posts, replies, emails and notes are drafts until you press send. Updates for your projects are only written when you press "Check for what's new".

Where and how

Where is data stored?

In a Supabase database in the Asia Pacific (Mumbai) region. The site is served by Cloudflare.

Which sub-processors handle customer data?

Supabase (database, sign-in, secret store, server functions), Cloudflare (serves the site), Stripe (payments), Railway (video rendering), Resend (the few emails FoxPlug sends), Anthropic and DeepSeek (write drafts from project information), OpenAI (voice narration), fal.ai (images), Vercel (the help chat), PostHog (analytics, only after consent). Full list with links: https://foxplug.com/trust/#providers and https://foxplug.com/legal/privacy .

Is data encrypted in transit?

Yes. The site is served over HTTPS and plain HTTP requests are redirected to HTTPS.

Is data encrypted at rest?

Our database provider encrypts managed databases at rest; this is their feature, described on their security page. We have not verified it independently.

How are customer API keys and tokens stored?

In Supabase's encrypted secret store (Vault), not in a plain table. The browser app cannot read them back.

How is data separated between customers?

Row-level security is switched on for every table in our database (214 of 214 on 11 November 2026), so a signed-in account reads only its own rows.

Operations

Do you log activity?

The app records what each connection did (read, failure, disconnect). It does not record passwords or keys.

Do you take backups? What is the restore time?

We have not published a backup or restore-time commitment yet, so we make none.

Do you have a status page?

Not yet.

How do customers sign in? Is two-step sign-in available?

Email and password, Google, or LinkedIn. Two-step sign-in for team accounts is part of the Serial plan.

Keeping and deleting

What happens when a customer disconnects a tool?

Our stored key for that tool is deleted at once. For Stripe, the listener we added is removed too.

How long do you keep data?

Account data is kept while the account is in use. Try-it results (with a hash of the IP address and a private link) are deleted after 7 days by a daily job.

How can a customer delete their data?

By email to privacy@mentionfox.com. There is no self-serve delete button yet.

If something goes wrong

How do we report a security problem?

Email privacy@mentionfox.com. Please give us a reasonable time to fix it before you publish it. We read every report and reply.

Will we be told about a breach?

If a problem on our side exposes your data, we tell the people affected by email within 72 hours of confirming it, with what happened and what to do.

Do you sell or share data for advertising?

We do not sell personal data. The providers that process data for us are listed above.