

Security, Privacy & Data Protection

Converge is built so organizations can gather candid, large-scale stakeholder input without compromising on data protection. The platform is SOC 2 Type II audited, encrypted in transit and at rest, GDPR-ready with a published Data Processing Addendum, and designed so AI works for researchers without training on their data.

SOC 2 TYPE II · AUDITED ANNUALLY	AWS ENCRYPTED · US HOSTED	GDPR-ready DPA WITH EU & UK SCCS	Anonymous PARTICIPATION, PER SESSION	No training ON YOUR DATA, EVER
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Security & compliance

INDEPENDENTLY AUDITED

Infrastructure & operations

- ✓ **SOC 2 Type II** across security, availability, processing integrity, confidentiality, and privacy, examined annually by an independent CPA firm. Report available under NDA.
- ✓ **Hosted on AWS** (US East, Ohio) by default. Dedicated single-tenant deployments in a region of your choice, including the EU, by agreement.
- ✓ **Encrypted** in transit (TLS) and at rest, including databases, files, recordings, and backups.
- ✓ **Tested continuously:** annual independent penetration test, continuous vulnerability scanning of the AWS environment, findings tracked to closure.
- ✓ **Resilient:** automated encrypted backups, documented business continuity, disaster recovery, and incident response plans with client notification.

Access & identity

- ✓ **Enterprise SSO** via SAML 2.0 and Okta, SCIM user provisioning, and multi-factor authentication available for accounts.
- ✓ **Role-based permissions** from observer to administrator, with per-session controls for moderators, observers, and participants.
- ✓ **Least-privilege production access** with periodic access reviews; administrative access to production systems is logged.
- ✓ **Tenant separation:** client workspaces are logically separated, with dedicated infrastructure available.
- ✓ **People:** background checks on hire, security and privacy training annually, and a documented policy set including AI governance.

Privacy & data protection

PROCESSOR FOR YOUR DATA

How participant data is handled

- ✓ **Anonymous participation** available per session, so participants can contribute without a name or email. Moderators can lock anonymity so identities are not shown in results.
- ✓ **Consent notice** configurable per session in your own words, including notice of recording where a session is recorded.
- ✓ **You control retention.** Delete sessions, responses, and recordings yourself; request permanent deletion including AI provider storage; automatic deletion windows on dedicated deployments.
- ✓ **Used only to deliver the service.** Never sold, never used for advertising, never used to train AI models.

GDPR & international clients

- ✓ **Roles:** your organization is the controller; Converge is the processor and acts only on your documented instructions.
- ✓ **Standard DPA** published at startconverge.com/dpa, incorporating the EU Standard Contractual Clauses, the UK Addendum, and Swiss adjustments. Accept by reference or sign.
- ✓ **Sub-processors** published and kept current, with 30 days' notice of additions and a right to object.
- ✓ **Support for your obligations:** data subject request assistance within DPA timeframes, breach notification within 48 hours, and a record of processing and transfer impact assessment available on request.

AI use & governance

Commercial AI, with a human in the loop

Converge uses AI to summarize and theme responses, transcribe recordings, translate live sessions, and answer researchers' questions about a session. Providers are reached through **commercial APIs, not consumer tools**, under terms that **prohibit training on your content**. Where the feature allows it, participants are referenced by internal identifiers rather than names. AI output is a **draft for a human researcher**; no decision with legal or similarly significant effects is automated. The session assistant and AI-generated deliverables are **enabled per session at your direction**.

Sub-processors

FULL LIST AT [STARTCONVERGE.COM/TRUST](https://startconverge.com/trust)

AWS Hosting & storage · US	Cloudflare Network & video · US	Zoom Audio & video · US	Anthropic AI analysis · US	OpenAI AI analysis · US	DeepL Translation · Germany
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