growthpilot.
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SECURITY

Your data, plainly

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Before AI touches your business data, you should know exactly where it goes, who can see it, and what happens if we part ways. Here are straight answers.

01 Where does our data live?

Your system runs on cloud accounts in your company's name — hosting, database and file storage — and you choose the region with us. You pay the provider directly and can see every account.

Our own records about your project (contacts, milestones, invoices) sit in a managed database in Singapore, reached only over encrypted connections, with nightly backups kept off it.

02 Who can read it?

Your staff, with their own logins, and the named people at Growth Pilot Labs working on your account. Every person and every automated agent has its own access; we can give you the full access list on request and remove anyone in one step.

Every change in your system is written to an audit log you can read.

03 Can the AI company read it?

We use Claude through Anthropic's commercial API. Under Anthropic's commercial terms, data sent through the API is not used to train their models.

To be precise: the AI model does process the documents it reads for you — that's how it reads them. We send only what a task needs, never whole databases, and never passwords.

04 What about passwords and logins?

Passwords and API keys are stored as encrypted secrets in your accounts and injected when the system runs. They never go into an AI prompt, a chat or an email.

For bank, government or supplier portals, you create a separate login just for the system — you can see what it does and switch it off yourself at any time.

We handle your data as your data processor under Malaysia's Personal Data Protection Act 2010, and our agreement keeps your data, formulas and commercial terms confidential.