

How StayCharted handles customer data

Answers to the questions customers and their security teams ask most. For anything not covered here, write to partners@staycharted.com.

Where it runs

StayCharted AI Model Trainer is a hosted service, running in StayCharted's own cloud environment in the United States. Nothing is installed in the customer's environment, and StayCharted never connects to the customer's systems: their systems call StayCharted's API.

Separation between customers

Each customer account has its own database schema, with row-level security between workspaces. Workspaces keep each team's models and data apart, with Owner, Builder, Reviewer and Viewer roles.

Encryption

The database and file storage are encrypted at rest. All traffic uses HTTPS.

AI and model training

A customer's examples train only that customer's models. StayCharted runs its own models and doesn't send customer data to an outside AI or model provider.

Personal information

Before training, the data quality step finds personal information such as email addresses and phone numbers, so the customer can mask or remove it in one click.

Who can see what

StayCharted staff don't sign in to customer accounts. Every change to models, data, files and API keys is recorded in the customer's activity history. AI assistants (Claude, ChatGPT) see nothing unless the customer turns access on for the workspace and the model.

Decisions stay with people

Every answer comes with a confidence. Answers below the customer's cutoff go to a person. StayCharted never changes permissions, tickets or records itself: it suggests, and the customer's people or systems act.

Getting data out

The workspace owner can export a workspace's data at any time, on every plan. Retention and deletion follow the Data Processing Addendum.

Sign-in and access

- Sign in with common work and personal accounts, or with an email and password.
- API keys belong to a workspace, can be revoked by the customer at any time, and are never sent by email.

Documents

Document	Where
Security overview	staycharted.com/security
Data Processing Addendum	staycharted.com/legal/dpa
Terms of Service	staycharted.com/legal/terms
Privacy Policy	staycharted.com/legal/privacy