

Security & Data Handling

Data Access, Storage & Privacy Commitments

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24.online is committed to protecting the security and privacy of your data. This document outlines how we collect, store, process, and protect your information across all platform services, integrations, and AI-powered features.

01 Data Access

Data Type	Who Can Access	Purpose
Listing content	You + authorized team members	Editing, optimization, publishing
Marketplace credentials	You only (encrypted vault)	API calls on your behalf
AI-generated content	You + 24.online AI pipeline	Training feedback (opt-out available)
Analytics & reports	You + account admins	Performance tracking
Billing information	You + finance team (read-only)	Invoicing, subscription management
Support tickets	You + assigned support agent	Issue resolution

02 Data Storage

Infrastructure	AWS (us-east-1 primary, eu-west-1 secondary). All storage is redundant across availability zones.
Encryption at rest	AES-256. All databases, file stores, and backups are encrypted by default.
Encryption in transit	TLS 1.3 for all data in motion. No plaintext connections permitted.
Backup frequency	Daily automated backups. Point-in-time recovery available for the last 30 days.
Data residency	EU customers: data stored in eu-west-1 (Ireland). US customers: us-east-1 (Virginia).
Retention	Active account data kept indefinitely. Deleted account data purged within 30 days.

03 Privacy

Topic	Policy
Data selling	24.online never sells your data to third parties. Ever.

Third-party sharing	Data shared only with processors listed in our Sub-processors page, under DPA.
AI model training	Your listing content is NOT used to train shared AI models by default. Opt-in only.
Cookies	Essential cookies only by default. Analytics cookies require explicit consent.
GDPR compliance	Full GDPR compliance. DPA available on request. EU representative appointed.
CCPA compliance	California residents may request data access, deletion, or opt-out of sale at any time.
Children's data	Platform not directed at children under 13. No such data is knowingly collected.

04

Security Controls

Control	Detail	Status
SOC 2 Type II	Annual audit by independent third party	Certified
Penetration testing	External pen test conducted quarterly	Active
Vulnerability scanning	Automated daily scan of all services and endpoints	Active
MFA enforcement	Multi-factor auth required for all team accounts	Enforced
Role-based access (RBAC)	Principle of least privilege across all systems	Enforced
Secret management	Credentials stored in HashiCorp Vault, not codebase	Active
DDoS protection	Cloudflare enterprise-tier mitigation layer	Active
Incident response plan	Documented IRP, tested twice yearly	Active

05

Breach Notification

Detection	24/7 automated monitoring with immediate alerting to the security team.
Internal triage	Within 1 hour of detection: incident classified, response team assembled.
Customer notice	Affected customers notified within 72 hours of confirmed breach, per GDPR Article 33.
Regulatory notice	Supervisory authority notified within 72 hours where legally required.
Notification content	Nature of breach, data categories affected, likely consequences, remediation steps taken.
Post-incident report	Full root cause analysis shared with affected customers within 14 days.

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Your Rights

Right	Description	How to Exercise
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Access	Obtain a copy of all personal data we hold on you	Settings > Privacy > Export
Rectification	Correct inaccurate or incomplete data	Settings > Profile, or email us
Erasure	Request deletion of your account and all data	Settings > Account > Delete
Portability	Receive your data in a machine-readable format	Settings > Privacy > Export
Objection	Object to processing for direct marketing	Email: privacy@24.online
Restriction	Restrict processing while a dispute is resolved	Email: privacy@24.online

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