

Security & Governance Overview

How AloeLuma™ Protects Your Information

Overview

AloeLuma Inc. is committed to protecting the privacy and security of our facilitators' information. As a platform serving facilitators and their teams, we understand the sensitivity of the work conducted on our platform and have implemented security measures across our infrastructure, application design, and operational practices.

Infrastructure & Hosting

Cloud Infrastructure	Microsoft Azure (enterprise-grade cloud services)
Payment Processing	Stripe (PCI-DSS Level 1 certified)
Data Centers	United States (Canada and Australia being added in Fall 2026)

Data Protection

Information We Collect

- Contact information (name, email address)
- Account preferences
- Usage data and analytics (via cookies and server logs)
- AI tool interactions (AI queries)

Application Security

- Passwordless authentication: AloeLuma never stores user passwords. Sign-in uses single-use, time-limited magic links delivered by email, backed by cryptographically signed, HTTP-only session cookies. Repeated failed or expired verification attempts trigger automatic internal alerting for review.
- Encryption in transit: All traffic to and from AloeLuma is encrypted via SSL/TLS.
- Rate limiting & abuse protection: API requests are rate-limited platform-wide, with tighter, dedicated limits on sensitive endpoints such as sign-in requests, invite redemption, and public form submissions, to guard against brute-force attempts and automated abuse.
- Security headers: Standard browser security headers, including content-security and referrer policies, are applied to all responses.
- Secret and credential handling: Access tokens issued for optional external integrations are cryptographically random, narrowly scoped, and never included in standard data exports. Optional board view-link passwords are stored using salted, one-way hashing with constant-time comparison -- never in plaintext, and never returned by any API response.
- Administrative access: Internal administrative operations are restricted to authorized AloeLuma personnel via authenticated, credentialed access that is separate from the credentials used by facilitators and participants.
- Ongoing monitoring and updates: We monitor application and infrastructure health and apply security-relevant updates on an ongoing basis.

AI Features and Data Handling

- AloeLuma uses Microsoft Azure OpenAI / AI Foundry to power interviews, synthesis, and our AI assistant, AL. Content processed through these features is not used to train Microsoft's or any third party's foundation models, consistent with Azure's enterprise data-use terms.
- Facilitators can optionally grant AL permission to take actions directly on a board, such as creating, editing, or organizing cards, on their behalf. This access is opt-in and board-scoped, and every action AL takes is visible to the facilitator, who remains responsible for reviewing AL's changes.
- No storage of credit card information (handled by Stripe)
- Secure physical and virtual server environments

Privacy Commitments

No Sale of Data	We never sell, rent, or lease personal information to third parties
Email Confidentiality	Email addresses are never disclosed to third parties without consent
Marketing Communications	Where AloeLuma sends marketing or promotional communications, recipients are provided a clear means to opt out, consistent with CAN-SPAM requirements. Transactional emails -- sign-in links, invitations, and reports -- are sent only in direct response to a user's own action.
Children's Privacy	AloeLuma does not knowingly collect data from users under 16 years of age
Data Portability	Users may request access to their personal data by contacting us
Right to Deletion	Users may request deletion of their account and data at any time by contacting us

Third-Party Security Standards

Our technology partners maintain industry-leading security certifications:

- Microsoft Azure: SOC 1/2/3, ISO 27001, HIPAA, and FedRAMP compliance at the infrastructure level. (These certifications describe the cloud environment AloeLuma is built on; they are not an independent certification of the AloeLuma application itself.)
- Stripe: PCI-DSS Level 1 (highest level of payment security certification)

Governance & Contact

AloeLuma is operated by AloeLuma Inc., based in Austin, Texas.

For privacy inquiries or data requests, contact us at legal@aloeluma.com.

Privacy Policy is available at <https://www.aloeluma.com/privacy>

Terms of Service is available at <https://www.aloeluma.com/terms>