Packlistly: security answers

Hosting

The hosted application runs on Render in Virginia (US East), United States. Company records are kept on the application server and separated by company account.

Encryption

The online service uses HTTPS (TLS encryption in transit). New and updated shipment, product, buyer and settings records use authenticated encryption at rest; legacy plaintext records are converted when saved. Forwarder files use an authenticated encrypted envelope. Backup archives are encrypted.

Access

Verified solo exporters can use their full shipment allowance before setting up two-step verification. Set it up before inviting teammates, creating API keys, or connecting a store or accounting system. You can reset your password through an email link. The server checks access for each company.

Change records

Business revisions record old and new values, user and time. Approval applies to a document version and content fingerprint. Editing business fields invalidates the previous approval.

Backups

Encrypted backup creation and authenticated restore are supported. On October 15, 2026, a downloaded production archive was restored into a separate empty workspace and its records and SQLite integrity were checked. This was a separate process and data environment on the same host. The forwarder backup retention implementation keeps a 35-day window; this is not a retention promise for every provider copy.

Providers

Render hosts the application. Cloudflare R2 stores encrypted forwarder files and backup objects. Google Drive holds encrypted backup copies. Anthropic provides optional AI reading. Paddle handles paid checkout as Merchant of Record. Ask for the processing arrangements relevant to your organization.

AI

AI reading is optional for each upload and uses Anthropic’s commercial API. Supported structured CSV/Excel imports and the order API do not use AI. Review the extracted data before creating documents.

Data deletion

Permitted users can download shipment data and documents and delete individual shipments. Contact us for account-wide deletion; authority and any legal retention exception are reviewed. Canceling a subscription does not automatically delete records. Backup copies expire through their own retention cycles. The Privacy Policy describes the current deletion process.

Vulnerability reporting

Report a suspected security issue to ersin@packlistly.com. Include the affected page and steps to reproduce it without passwords, access codes or customer documents.

What we do not have

SOC 2 report: No. Independent audit: No. Penetration test report: No.

Standard data processing agreement (DPA) available on request (review terms at packlistly.com/dpa or download packlistly.com/dpa.pdf): email ersin@packlistly.com.

Need a questionnaire answered? Email ersin@packlistly.com; we answer in writing.