

## Security Overview

How Configly protects your Zendesk configuration data

February 2026

### 1. What We Access & Store

Configly connects to your Zendesk Admin Centre via **OAuth 2.0 with read-only access**. We take periodic snapshots of your configuration metadata to power simulation, comparison, and dependency analysis.

#### What we store

- ✓ Configuration metadata (triggers, automations, macros, views, fields, SLAs)
- ✓ Versioned configuration snapshots
- ✓ Dependency mappings between configuration items
- ✓ Virtual changes (What-If simulations)

#### What we do NOT store

- ✗ Ticket data or ticket content
- ✗ Customer personally identifiable information (PII)
- ✗ Agent conversations or internal notes
- ✗ Attachments or file uploads
- ✗ Help Centre articles or content

**Note:** Configuration metadata may incidentally contain business-sensitive information such as organisation names, tags, or agent details. We treat all configuration data with the same encryption and isolation protections described below.

### 2. Encryption

In transit	<b>TLS 1.2+</b>	At rest	<b>AES-256</b>
Token storage	<b>AES-256-GCM</b>	Database connections	<b>PostgreSQL with encrypted connections</b>

### 3. Infrastructure & Hosting

- **Provider:** DigitalOcean, London (LON1) region
- **Data residency:** UK-hosted — no international data transfers
- **Reverse proxy:** Nginx with Let's Encrypt SSL certificates
- Additional regions available for enterprise clients with data residency requirements

## 4. Authentication

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- Zendesk OAuth 2.0 — Configly never sees your Zendesk password
- Minimum required OAuth scopes (read-only)
- Automatic token refresh with encrypted storage
- JWT-based session management for the Configly application

## 5. Tenant Isolation

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- Logical isolation at database level — each tenant's data is fully separated
- No shared configuration data between tenants
- All API endpoints enforce tenant-scoped queries

## 6. Auditability

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- All Configly API activity is visible in your Zendesk native audit log
- Independent verification of all access via standard Zendesk audit trails
- **Currently read-only** — Configly cannot modify your Zendesk configuration

## 7. Compliance

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- UK GDPR and Data Protection Act 2018 compliant
- Data Processing Agreement (DPA) available on request
- SOC 2 Type II certification on roadmap
- UK-hosted infrastructure (London, LON1 region)

## 8. Contact

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### SECURITY

[security@configly.app](mailto:security@configly.app)

### GENERAL

[hello@configly.app](mailto:hello@configly.app)

### TRUST PAGE

<https://configly.app/trust>

### RESPONSIBLE DISCLOSURE

[security@configly.app](mailto:security@configly.app)

Responsible disclosure is welcome. If you discover a security vulnerability, please report it to [security@configly.app](mailto:security@configly.app) and we will respond within 48 hours.