Security

Xclerist™

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Protecting the information you trust us with is central to Xclerist. Because you share personal details about your life — including information about your health, your family, and your finances — we take practical steps to keep that information safe. This page describes our approach honestly, including its limits. It is a description of our practices, not a guarantee: no online service can promise perfect security.

How we protect your information

Encryption in transit. Connections to Xclerist are protected using industry-standard encryption (HTTPS/TLS), so information moving between your device and our systems is encrypted.

Encryption at rest. Data stored in our database is encrypted at rest by our infrastructure provider.

Reputable infrastructure. We host the Service's data with Supabase, an established infrastructure provider running on major cloud infrastructure, and serve the site through Vercel.

Access controls. We limit access to personal information to those who need it to operate the Service.

Staff access logging. When someone at Xclerist accesses member information, that access is recorded — who accessed what, and when. We keep this log as an accountability record, and it is retained in a de-identified form even after an account is permanently deleted.

Administrative audit trail. Every administrative action taken in our internal console is recorded with the person who took it, what it affected, and when. These records cannot be edited or deleted.

Payment security. Payments are handled by Stripe, a PCI-DSS-compliant payment processor, on its own hosted checkout. Your full payment card number never reaches our systems.

Human review before publication. Your Life Plan is not published to you automatically. Every plan is held and released only after a person at Xclerist approves it.

Restraint in what we send to our AI provider for matching. The network matching system receives only a fixed list of non-sensitive attributes. Your name, contact details, employer, precise location, and your health, family, legacy and housing answers are never sent to it.

Identity protection in the network. Another member cannot see your name, contact details, employer, photo, or answers unless you have both agreed to an introduction.

Where we are still improving

We would rather tell you what we are working on than let this page imply more than is true.

Profile images are not behind a login. An image you upload is stored at a web address that is not published or guessable, but anyone who has that address can open it. If you would prefer not to upload a photo, you do not have to.

Safety flags on introductions are reviewed, but do not yet gate. Our system can flag a proposed introduction for review by our team. Today those flags create a queue we work through rather than a block

that holds the introduction back. We are changing that, and until we do we will not describe every introduction as reviewed before you see it.

We do not yet offer an in-product privacy control for analytics and advertising. Our Privacy Policy explains what loads on our site and what you can do about it today.

Your information is sent to our AI provider in full. Generating your Life Plan involves sending your answers, including sensitive ones, to our artificial-intelligence provider without redaction. Our Privacy Policy sets this out in detail.

What you can do

You play an important role in keeping your account secure. Use a strong, unique password, keep it confidential, and contact us right away if you believe your account has been accessed without your permission. You control what you tell us: every question in the Service is optional, and you can update or remove an answer at any time.

Reporting a security concern

If you believe you have found a security vulnerability in Xclerist, we would like to hear from you. Please email team@xclerist.com with details so we can investigate. We ask that you give us a reasonable opportunity to address the issue before disclosing it publicly, and that you do not access, modify, or delete other people's data while investigating. We will not pursue action against researchers who report in good faith and follow these guidelines.

Questions

For questions about security or privacy:

team@xclerist.com

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