

Security and Privacy at RouteWren

A plain summary of how RouteWren handles the claim and visit details you put in it, so you can check it against your firm's or carrier's rules before using real files.

This summary explains how RouteWren works today. The Privacy Policy and Terms are the binding documents.

What RouteWren Holds

- **About the people you visit:** name, address or location, phone number, email, a reference number such as a claim number, the visit type, notes you type, and the texts, emails and calls about the appointment. Optionally one other person per visit (for example a contractor or a lawyer's office).
- **About you:** your account, settings, message templates, mileage log and billing status. Card numbers go to Stripe and never reach us.
- **No health information.** RouteWren is a booking and routing tool, not a health record. The app asks users not to enter health or medical details, and the Terms prohibit it.

Where It's Stored

RouteWren runs on Cloudflare. Each account's visits, routes and messages are kept in a **separate database for that account**, so one account can't reach another's. Our providers may store and process information in **Canada, the United States and other countries**. Our hosting provider does not offer a Canada-only option, so we can't promise data stays in Canada. If your organization needs a privacy impact assessment (for example under Quebec's Law 25), this page and our data processing agreement are meant to help with it.

How It's Protected

- Every connection is encrypted (HTTPS). Data is encrypted at rest by our hosting provider.
- Passwords are stored only as one-way hashes. Texting-provider keys are kept on the server and never shown back in full.
- Repeated failed log-ins are slowed down, and sign-up checks stop automated accounts.
- RouteWren staff don't look at your visits or messages, except when you ask us to help with a problem, to keep the service secure, or where the law requires it.

Who Can See What

- **Solo accounts:** only the account holder.
- **Team accounts:** each field user sees their own visits. The owner and dispatchers can see the team board and open a field user's visit and its messages; every time they do, it's recorded in the team's access log, which the owner can read. Field users can be allowed to see the board (times and status only, never messages).
- **The people you visit** see only their own appointment on their confirm link: your name and company, the date, time and address, and buttons to confirm, change or stop messages. An extra contact's link never shows the insured's phone or email.

How Long It's Kept

What	Kept for
Routes, with their visits, texts, emails and calls	90 days after the route date on paid plans · 14 days on Free · 24 months on team accounts

Watched jobs (switched on per job)	While watched, up to 12 months
Each job's contact-time record for billing	Reference number, date and counts only, with no names, numbers or message text
Visits not yet on a route, settings, mileage totals, the do-not-text list	While the account is open
Everything, when the account is deleted	Deleted right away, except billing and terms records the law requires us to keep

Routes can be exported as a spreadsheet or PDF at any time before they're deleted, so your claim system remains the file of record.

Subprocessors

Provider	What for
Cloudflare	Hosting, storage, security and email delivery
Google Maps Platform	Locating addresses and drive times (addresses only)
Mapbox	Map pictures in the app (no names or addresses)
Stripe	Subscriptions and payments
The texting service you choose	Sending and receiving texts under your own account with it
Google or Microsoft (only if you connect your mailbox)	Sending appointment emails from your own address

If Something Goes Wrong

If a breach of security safeguards involving personal information creates a real risk of significant harm, we tell the people affected and the Privacy Commissioner of Canada (and, where Quebec's law applies, the Commission d'accès à l'information), as PIPEDA, Alberta's and B.C.'s PIPA and Quebec's Law 25 require. We keep a record of every such breach. Business customers are told without undue delay so they can meet their own obligations.

Getting Data Out, and Deleting It

Export routes, visits, the mileage log and each job's texts and calls as CSV or PDF from the app. Delete a visit, a route or the whole account in Settings at any time. Requests for access or correction: support@routewren.com.

Contact

O.K Process Servers Limited, British Columbia, Canada. Privacy officer: the owner of O.K Process Servers Limited, support@routewren.com. Ask us for the data processing agreement, or with any question your IT or privacy office has.