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cardog

Security Overview

Cardog Inc. · As of November 19, 2026 · Public · cardog.app/trust

People make real decisions on what Cardog tells them about a vehicle, so every fact we serve points back to where it came from. We hold customer data to the same standard. This overview says what we do and where to find the documents behind it. Our full control list, provider register and policies are in the trust room.

At a glance

Company	Canadian, based in Newmarket, Ontario
SOC 2	Preparing for our first audit
Infrastructure	Canada and the United States
Staff sign-in	Two-factor required
Code changes	Second-person review, every repository
Backups	Daily, with restores tested

Compliance

SOC 2 (In preparation). We're preparing for a SOC 2 audit against the Security criteria, starting with a Type I report and following with a Type II. We don't have a report yet and won't suggest otherwise. We'll post it here when we do.

Canadian privacy law (Followed). We handle personal information under PIPEDA and the provincial laws that apply, including Québec's Law 25. We have a named Privacy Officer, and our privacy policy says what we collect, why, and who we share it with.

Our providers (Reviewed). The cloud, database and payment providers we build on hold their own SOC 2 and ISO 27001 certifications. We track each provider's certifications in our provider register. The full list, with what each one receives, is in the trust room.

Data

- **Encryption.** Every connection to Cardog uses TLS. Our database and storage providers encrypt data at rest.
- **Where it lives.** Our infrastructure runs in Canada and the United States, with established cloud providers. Files and the website are served through a global edge network.
- **Backups.** The database is backed up every day, and we test restoring those backups and record the results.
- **Deletion.** Delete your account in settings or ask us. Documents provided under an agreement are deleted with a signed certificate.

- **Separate workspaces.** Each organization's documents, vehicle lists and threads sit in its own workspace. Anyone outside it gets a not-found page, not a locked door.
- **Data agreements.** Most organizations we work with sign an agreement that sets how their data is used, kept and deleted. Send us yours, or ask for ours.

Access

- **No passwords.** Sign in with a passkey, a one-time code by SMS or email, or Apple, Google or GitHub. There's no password to leak or reuse.
- **Roles and invitations.** Nobody joins an organization without an invite. Owners and admins set each member's role and can remove access at any time.
- **Verified domains.** An organization can verify its email domain, so people on that domain can join and nobody else can claim it.
- **API keys.** Keys belong to an account or organization, can be revoked at any time, and every request is logged against the key that made it.
- **Staff two-factor.** Everyone on the team signs in to our code host and database with two-factor authentication, and access is granted by role.
- **Reviewed changes.** No change reaches production until a second person approves it. Secret scanning and dependency alerts run on every repository.

In the trust room

Free to any organization reviewing Cardog, after a short confidentiality term (or under an agreement already signed). Request access at security@cardog.app.

- **Information security program.** Our twelve policies: access, change management, secure development, logging, incident response, continuity, vendors, risk, retention and more.
- **System description.** How Cardog is built, where data flows, and which controls apply where.
- **Provider register.** Every provider by name, what it receives, where it processes, and its certifications.
- **Security questionnaire.** Pre-filled answers to the standard questions, as a spreadsheet you can drop into your review.
- **Backup and restore records.** Our backup setup and the results of each restore test.
- **Proof of insurance.** Our certificate of insurance.
- **Sample deletion certificate.** What you receive when we delete documents provided under an agreement.

Report a security issue

Email security@cardog.app with what you found, how to reproduce it, and how to reach you. We reply within two business days and keep you posted until it is fixed. Please give us reasonable time to fix an issue before disclosing it, and do not access, change or delete anyone else's data while testing. We will not take action against good-faith research that follows these rules. Machine-readable contact: cardog.app/.well-known/security.txt. Status: status.cardog.app.