

Security, data handling and service providers

Tightly Wired builds integrations, audits and automations for operations teams. This pack answers the questions a vendor or third-party risk questionnaire usually asks. The short answer to most of them: the work runs in your accounts, with access you create and revoke, and we keep no copy of your customer data.

1. Company

Name	Tightly Wired, Tampa, Florida, United States
Contact for security matters	hello@tightlywired.com · (561) 923-0726
Who does the work	The person who runs the studio. No subcontractors are given access without your written approval.
Certifications	None held. We do not operate systems that store client data, which is what a SOC 2 audit examines. We complete your own questionnaire on request, at no charge.

2. How every engagement runs

Builds run in your accounts

Code, scheduled jobs and databases run in your cloud account or on your servers. When we hand over, there is nothing of yours left running on ours.

Read-only first

Discovery and audits use read-only access. Write access is requested only for the systems a build changes, and only after you approve the design.

Dry run and rollback

Every write runs as a dry run first, takes a snapshot of the records it will touch, and ships with a rollback manifest that can undo the run.

We store no client data

We do not copy your customer, ticket, billing or account records to our systems. Working files needed during a build stay in your environment.

Credentials in your vault

You create the keys, in your own secrets manager, scoped to least privilege. We never ask for passwords by email or form, and keys never go into code.

AI stays where you say

No client data is sent to a third-party AI service without your written approval. AI review can run entirely on your own hardware.

3. Written commitments

Incident notice within 72 hours

If we become aware of a security incident affecting your systems or data, we tell you within 72 hours, with what we know and what we are doing.

A full audit log

Every automated action is logged with who, what, when and the before and after values, in your environment.

Access removed at the end

At the end of an engagement you revoke our keys and accounts; we confirm in writing within five business days that we hold no copy of your data and no working credentials.

Least privilege, reviewed

Access is scoped to the objects a build needs. We list every permission in the scope so your team can approve each one.

4. Data lifecycle

1. **Before access.** The scope lists every system, every permission and why it is needed. You approve it.
2. **Access.** You create keys or accounts in your own environment, read-only first. Write access is added only for approved builds.
3. **During the work.** Data is read and processed in your environment. Nothing is copied to our systems. Every automated write is logged with before and after values.
4. **Handover.** Code, documentation and runbooks are delivered into your accounts.

5. **Termination.** You revoke our access. We confirm in writing within five business days that we hold no copy of your data and no working credentials.

5. Service providers we use

None of these receive data from your systems. They support our website and correspondence only.

Service	What for	What it sees
Cloudflare	Hosts this website, the assessment and booking forms, and routes email to our mailbox.	Form entries and email you send us. No client system data.
Google (Gmail)	Our mailbox for correspondence.	Email you send us. No client system data.
Our own server	Sends booking confirmations and guide downloads.	Your name and email address. No client system data.
Jitsi Meet	Video calls, if you choose to meet over video.	The call itself; nothing is recorded.

6. Incidents

If we become aware of a security incident affecting your systems or data, we notify your named contact within 72 hours with what we know, what is affected and what we are doing, and follow up in writing when it is resolved.

tightlywired.com/security

We update this pack before adding any provider that would see client data, and tell current clients first.