CONTRASCOPE · SECURITY AND DATA HANDLING

# How we handle your documents

Contrascope reads construction contracts and specifications, tracks obligations and checks submittals. This page sets out what happens to the documents you upload. Last reviewed 25 November 2026.

**Your documents are not used to train any AI model, ours or anyone else's.**

## AI training

We do not train AI models. The only AI service we use is **Claude, by Anthropic**, through Anthropic's commercial API. Under Anthropic's Commercial Terms, Anthropic does not train its models on content sent through the API. No other AI provider receives your documents.

## Anonymisation

Every project has its own **Anonymisation** (in the project's menu). Before any text is sent to Claude, it replaces what would identify the project:

- **Names** (the Employer, the Engineer, the Contractor, the project, organisations, document numbers) become codes such as `[EMPLOYER-1]`.
- **Identifying facts** (place names, authorities, quantities, sums) become plausible but false values.

Claude's answers are turned back into the real names before you see them. The two lists stay on our servers and are never sent to Claude. They are proposed from your own text without any AI (*Find in the contract*), and you review and edit them.

**Two exceptions:** in a submittal check, a scanned page has no text to anonymise, so it is sent to Claude as an image to be read; and in a drawing review, each drawing sheet is sent to Claude as images (the whole sheet and enlarged parts of it) so its dimensions, notes and title block can be read, as is a scanned transmittal so its document list can be read. Images cannot be anonymised. Everything else in these reviews (the text found on the pages and sheets, the calculations and design reports, the earlier comments and a transmittal's text) is anonymised.

**Web searches:** when a question in *Ask the contract* needs facts the contract does not hold (a certification body, what a standard covers, a product), Claude can search the web and read public pages with Anthropic's own web search and fetch tools. It writes the searches from the anonymised question and is told never to put names, codes or contract text in them; no document is sent to a website, and the answer lists the pages it relied on, kept apart from the contract's requirements.

## Where your data is kept

| | |
|---|---|
| **Your projects** | Kept in our database at Supabase, in the **AWS Asia Pacific (Mumbai) region** (ap-south-1). The contract documents you upload are read in your browser and their text is stored, not the files. Drawings, calculations, design reports, the earlier comment sheet and the transmittal for a drawing review are also read in your browser: their text and what is read from each sheet are stored with the review, not the files or images. Files you attach, such as evidence, letters received, attachments to a question and amendment PDFs, are stored as uploaded. The registers, issues, letters and checks are stored with them. |
| **The application** | Runs on Cloudflare Workers, on Cloudflare's network nearest the user. It stores no documents. Its logs record requests (address, time, result), not document content. |
| **AI processing** | Anonymised text goes to Anthropic's API, which may process it outside the region where your data is kept, including in the United States. |
| **Your device** | Keeps only your sign-in session and display preferences. The installed app caches its own code, never project data. |

## Encryption

- **In transit:** every connection, between your browser, the application, the database and Anthropic, uses TLS (HTTPS).
- **At rest:** the database and its backups are encrypted by Supabase (AES-256).
- **Passwords** are handled by Supabase's sign-in service and stored only as hashes; we never see them. Our API keys are kept as server secrets and never reach the browser.

## Who can see your data

- Everything except this page needs a sign-in. Invited accounts are on an approved list; anyone else can create an account for a free trial once their email address is confirmed.
- Each project lists its members. Only they, and the administrator, can open it. A project that belongs to an organisation is also opened by the organisation's owners and admins; its viewers can read and export it but not change it, and only owners and admins approve checklists and design rules.
- **Organisations** keep their name, their members' email addresses and roles, and the invitations sent (email address, role, projects, dates). An invitation is taken up only by an account that has confirmed that email address.
- The database tables can be read and written only by the application's server, never directly from a browser.

## Retention and deletion

- **In Contrascope:** project data is kept for as long as the project exists.
- **You can delete:** a project's members can remove documents at any time, with their text, structure and searchable index, and can delete letters, submittal checks (with every file of the check) and contract events.
- **Deleting a whole project:** any member can ask in *Project settings → Delete this project*. It is deleted within 7 days, and can be cancelled until then. Before deleting, we list everything stored for the project: each record's path, size and SHA-256 fingerprint, the searchable clause index and the findings. After deleting, we read every place again; only when nothing is left do we issue a **certificate of deletion**, with both lists, the dates below and a fingerprint of the evidence. The requester opens it in Contrascope (*Projects → Deletion requests*), even after the project is gone.
- **Audit log:** each project keeps a record of who changed or issued what, and when: the item, the fields set and their values before, and the reports printed or downloaded. It holds no contract text (large values are named as changed, not copied). Entries cannot be changed: each carries the SHA-256 fingerprint of the one before it, so a changed or missing entry shows. The organisation's owners and admins read and export it (*Project settings → Audit log*); members see an item's own history. It is kept for the life of the project; when a project is deleted, its audit log is exported first (*Deletion requests → Download the audit log*), then deleted with it, and the certificate says so.
- **Free trials:** after 14 days the trial's project is read-only; 30 days later, unless a plan is agreed, it is deleted in the same way, with the certificate sent to every member of the trial. We keep the trial's record (email addresses and dates) so a company has one trial.

- **Deleting an account:** on written request to the address below, within 7 days, confirmed in writing.
- **What we keep after a deletion:** the certificate and its evidence (the names, sizes and fingerprints of the records, never their content), and the cost records of the project's use of Claude (amount and date).
- **Backups:** Supabase keeps daily backups for 7 days, so deleted data leaves the backups within 7 days.
- **At Anthropic:** under Anthropic's published policy, API inputs and outputs are deleted within 30 days, unless a longer period is needed to enforce its Usage Policy or to meet a legal requirement. A part of a request may be cached for a few minutes so that the next request can reuse it.

## Service providers

| Provider | What it does | What it receives, and where |
|---|---|---|
| **Anthropic** | Claude, the AI model, and its web search and fetch tools | Anonymised text, and scanned submittal pages, drawing sheets and scanned transmittals as images; web searches written from anonymised questions. United States and other regions Anthropic uses. |
| **Supabase** | Database and sign-in | Your projects and your account. AWS Mumbai (ap-south-1). |
| **Cloudflare** | Runs the application | Requests as they pass through; nothing stored. Cloudflare's global network. |
| **Resend** | Deadline alert, invitation and reminder emails (when switched on) | The event, its date and clause reference, and the recipient's email address; for an invitation, the organisation's name, the role and who invited them; for a reminder, the titles, numbers and due dates of the risks and contract issues assigned to the recipient. |
| **GitHub** | Holds the application's source code | No customer data: contract text is never put in the source code. |

## Questions and requests

To delete a project, use *Project settings → Delete this project*. For a security question, a copy of this packet, or to delete an account, write to security@contrascope.com. We reply within 7 days.

This page describes Contrascope as it runs on the date above; it is updated when that changes.

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