GetFoxChat: security questionnaire answers

Last reviewed 11 November 2026. Source: https://getfoxchat.com/trust . Every answer has a line of proof in our records. Contact: privacy@mentionfox.com

Certification

Do you hold ISO 27001 or SOC 2?

No. GetFoxChat is not certified. Our infrastructure providers publish their own certificates; those belong to them and we do not claim them.

Access and connections

What does the chat on a customer's website collect from a visitor?

The visitor's messages and the replies, any file they attach, the pages they view while the chat is loaded with page titles and time on page, the browser's user-agent text, and an email address and name only if the visitor types them or the website passes them. A random visitor id is kept in the browser's local storage. The chat sets no cookies. It reads the labels of a page's buttons, links and form fields, never what is typed into them, and it skips password, hidden, email, phone and file fields.

What does a connected Shopify store give you?

Read-only access: products, orders, customers, content and themes (read_products, read_orders, read_customers, read_content, read_themes). Shopify's customer-data and deletion requests are handled automatically and are checked against Shopify's signature.

What does a connected Slack give you?

Nothing is connected through Slack's own sign-in. The site owner saves a Slack webhook address in settings, and notifications are posted only there. The address is stored privately and can be written only by the owner.

Can the site owner give another tool access?

Yes, one way: a read-only key per site that the owner creates and can revoke, which lets FoxPlug read what visitors ask.

Who has access to production systems?

Only GetFoxChat's founder, and the people he delegates to, have production access.

Where data lives

Where is the database?

Supabase, in Tokyo, Japan (ap-northeast-1).

Who are your service providers?

Supabase (database, sign-in, server functions), Vercel (website and chat script), Stripe (payments), Resend (email), DeepSeek and Anthropic (AI replies), OpenAI (search vectors), Groq (walkthrough voice), Firecrawl (reading a customer's public pages), and, on getfoxchat.com only, Google (ads tag) and Microsoft (page analytics). The list with links is on https://getfoxchat.com/trust .

Does AI see visitor conversations?

Yes. To write a reply, the visitor's message and the conversation are sent to DeepSeek. If DeepSeek is unavailable, or the request includes an image, they go to Anthropic. The visitor's question is also sent to OpenAI to create a search vector. These providers may process data outside the visitor's country.

Protection

Is data encrypted in transit?

The site sends a two-year Strict-Transport-Security header.

Is data encrypted at rest?

As provided by Supabase. That is their feature, described on their security page; we have not tested it ourselves.

Is there row-level security?

Yes. All 229 tables in the database have it switched on (checked 11 November 2026).

Backups?

We make no backup or restore-time commitment on this page.

Keeping and deleting

How long do you keep visitor conversations?

Messages of an ordinary conversation are erased automatically after it has been resolved or quiet for about a day. A short summary stays. Conversations that were escalated, flagged low-confidence, showed frustration or were taken over by a person are kept.

How long do you keep other data?

The 7-day private preview link, the 8-day preview-email record, the 30-day spam check, and the labels of a page's buttons, links and form fields, which are deleted 30 days after the chat last read that page.

Can a site owner delete a conversation?

Deleting in the inbox hides it from the inbox. It is not yet erased. To have conversations, a visitor or a whole site erased, email privacy@mentionfox.com from your account address. There is no self-serve site deletion yet.

Shopify stores?

Customer and shop deletion requests from Shopify are carried out automatically.

If something goes wrong

How do I report a security problem?

Email privacy@mentionfox.com. Please give us a reasonable time to fix it before you publish it. We read every report and reply.

Will you tell me about a breach?

Yes. We will tell affected customers within 72 hours of confirming a breach.

Status page?

There is none.