SocialNow

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SocialNow Key Promise.

You give the SocialNow OS access to your systems: Odoo, Meta, Google, LinkedIn and your social channels. That requires trust. Below is what we do with your keys, and what we do not do. Every promise has been checked against the OS source code.

1. **Your keys are stored encrypted.**
   Every key you enter is stored using AES-256-GCM, with a separate vault key per workspace.

2. **No one at SocialNow sees your key.**
   Once saved, a key never returns to the browser, the app or the admin screen; you only see whether a connection is set up and working.

3. **Only for what you switch on.**
   We use your key only to run the connection you have switched on, and only within your own workspace.

4. **Nothing changes without your approval.**
   Whatever the assistant wants to record or send in your systems, such as a note or quote in Odoo, is presented to you first and only carried out after your approval.

5. **Not in logs, not to an AI model.**
   Your key itself does not appear in a log line and is not sent to a language model; our log filter replaces anything that looks like a key or token with [removed].

6. **Revoke it whenever you want.**
   At the source (Odoo, Meta, Google, LinkedIn) you can revoke access directly, you remove your Socials key and channels in the OS with a single button, and we delete any other stored key at your request.

7. **Stop at any time, and it is gone.**
   If you delete your workspace, we erase the content, including the key vault, from our active systems within 30 days and from backups within 90 days at the latest; after a cancellation you first have 30 days to take your data with you.

8. **You hear about a breach within 24 hours.**
   In the event of a breach of our systems we inform you within 24 hours, so you can report within the 72 hours of Article 33 GDPR; for data for which we are ourselves responsible, we report to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) within 72 hours and inform those affected (Articles 33 and 34 GDPR).

9. **Your data remains yours.**
   We do not sell your data, do not share it with other customers and do not train any models on it; with our model suppliers, training on your input is contractually excluded.

10 **Access leaves a trail.**
If SocialNow opens your workspace for administration or support, or if anything happens with consequences, this is recorded in a log that you can request from us.

11 **Agreements on paper.**
The data processing agreement (Article 28 GDPR) is available at socialnow.nl/verwerkersovereenkomst, with our sub-processors listed in Annex C; we announce a new sub-processor 30 days in advance.

Our advice: grant as few rights as possible

Set up a separate API user for the OS with only the rights the connection needs, for example a dedicated user in Odoo or a system user in Meta. That way you can see exactly what the OS does in your own system, and you can revoke that access without affecting your own account.

Honest about what is technically possible

Your workspace vault key is derived from a server secret that exists only in our hosting provider's environment, not in the source code. Whoever holds that server secret can technically decrypt the vault. That is why we do not promise that we can never technically gain access. We do promise that no one at SocialNow can see your key in the app or the admin screen, that we only use it for the connection you switch on, and that you can always revoke it. A release without a strong server secret is automatically rejected. SocialNow does not hold ISO 27001 or SOC 2 certification.

Contact

Security and vulnerabilities: security@socialnow.nl · Privacy, revocation and deletion: privacy@socialnow.nl · Other questions: hello@socialnow.nl

SIGNED

On behalf of SocialNow



Marinus Bergsma
owner, SocialNow
Amsterdam, 28 September 2026

RECEIVED AND AGREED BY THE CUSTOMER

Name

Company

Date

Signature