QuotedPart security and data handling

One page for whoever signs off on a new vendor. November 6, 2026. quotedpart.com/security has the full version.

Who makes it

- QuotedPart is made by Helios One Oy, a Finnish company (business ID 3596623-5, listed at ytj.fi). Our staff are not US persons.
- What that means for ITAR work: export-controlled parts go in the ITAR vault, which every plan has. Nobody at QuotedPart can open vault parts or sealed emails: the keys stay with your team.

Where your data lives

- Quotes, parts, CAD models, drawings, customers, orders, rates and settings are stored by Convex on Amazon Web Services in the United States (AWS us-east-1).
- Data is encrypted in transit (HTTPS) and at rest by our hosting providers. STEP and IGES models are measured in your browser.

Who can see it

- Every request is checked against your shop on the server, so only your team sees your parts, drawings and quotes. The owner decides who joins: owner, estimator or viewer.
- A buyer sees only the quote page you send them, behind a long random link.
- Our staff open shop data only to provide, support, secure and improve QuotedPart, for example to look into a problem you report (Terms section 10).

AI

- Anthropic's Claude reads drawings and RFQ emails to fill in parts. Anthropic processes them as our service provider and doesn't train its models on them; we don't train AI models on your data either.
- What Claude read is shown next to the part for you to check. Prices come from your rates and formulas, and nothing reaches a customer until you send it.
- The text of AI requests and answers is kept in our analytics (PostHog, EU) to check accuracy, with passwords and keys removed. PDF and image contents are not logged.

Export-controlled RFQs (ITAR, EAR, CUI)

- Our server checks each RFQ email for ITAR, EAR and CUI markings before any AI sees it. Mail it finds marked never goes to the AI: the ITAR vault seals it on arrival, and without the vault we keep only who sent it, when, the subject and the file names.
- Vault parts are encrypted in your browser with a key only your team holds. We never receive the passphrase, the recovery key or the unwrapped key, so we can't open vault parts. They never go to our Anthropic account.
- For a shop with the vault on, its devices turn off session replay and the other automatic capture in our analytics.

NDAs

- We sign your NDA. Email it to support@quotedpart.com. Your drawings are confidential under our Terms (section 10) either way.

Export and deletion

- Owners and estimators can export every quote, part and customer at any time (JSON or CSV); models and drawings download from each quote.
- On the owner's deletion request we delete the shop and all its data within 30 days and confirm by email; copies in our providers' backups go as the backups are overwritten.

Who processes your data

- Convex, Inc.: Database, file storage and backend functions, on Amazon Web Services. United States (AWS us-east-1).
- Netlify, Inc.: Hosting and delivery of the website and web app. United States, global CDN (MCP server: AWS us-east-2).
- Anthropic, PBC: Claude API: reading drawings, RFQ emails and quote PDFs. United States.
- Plus Five Five, Inc. (Resend): Sending email (quotes, invites, notices) and receiving RFQ emails forwarded to shops. United States.
- PostHog, Inc.: Product analytics, session replay, error reports and AI request logs (EU cloud). European Union (Frankfurt).
- Google (Google Workspace): Our email, for support requests and feedback notices. European Union and United States.
- Slack Technologies: Internal notifications of feedback sent from the app. United States.

Questions or a security questionnaire

- Email support@quotedpart.com. The people who build QuotedPart answer. Full details: quotedpart.com/security, quotedpart.com/itar, quotedpart.com/terms, quotedpart.com/dpa.