

Security overview

For fleets · Last updated October 30, 2026 · The full version: regknots.com/security

How your fleet's data is kept apart, who can see it, who processes it, and what we don't have yet.

How your fleet's data is separated

- A Wheelhouse is one company's space in RegKnot: its boats and their records, its shared chats, its company documents (SMS / TSMS) and its activity log.
- Every request for a boat, a record, a chat or a document checks that you're in that Wheelhouse, and refuses anyone who isn't. Leaving a Wheelhouse, or being removed from it, ends access to its boats, records, documents and other people's chats right away.
- Owners and admins manage the boats and everyone's records. Crew members add records and change only their own; a crew member who adds a boat also manages that boat.
- A Wheelhouse's chats are shared with its crew. Chats a person has outside the Wheelhouse stay private to them.
- A crew member's credentials stay private unless they choose to share them. Even then, the owner and admins see only each credential's type, title, expiry date and renewal status, never its number or the scan.
- One company's documents never answer another company's questions, and nothing a customer uploads goes into the regulation library everyone searches. A boat's particulars (such as its type, tonnage and official number) leave the Wheelhouse only if someone who manages the boat creates a share link for its profile.

Encryption and sign-in

- Everything between your device and RegKnot travels encrypted over HTTPS (TLS), and so do our server's connections to the companies on page 2.
- Passwords are hashed with Argon2 (8 characters at least); sign-in, sign-up and resets are rate-limited. Two-step sign-in is available, and a Wheelhouse can require it.
- Sessions use a 15-minute access token and a refresh token in a secure, HTTP-only cookie (we keep only its hash). Changing or resetting your password signs out every other session within 15 minutes.
- Card details never reach RegKnot. You enter them on Stripe's own checkout and billing pages.
- The database and uploaded files are not encrypted at rest yet (page 2).

Who at RegKnot can see what

- RegKnot staff with admin access can see accounts, vessel profiles and records, credential records (with the numbers masked) and the questions people ask. We read questions and answers to fix mistakes and make answers better.
- When staff open a customer's conversation, or the text of a document attached in chat, our admin audit log records who opened it and when. Our admin tools have no screen for reading a fleet's company documents. (As with any hosted service, someone with access to the server itself could reach the database.)
- Salespeople see only the accounts that signed up through their own link: name, email, how many questions were asked (not what was asked), the fleet's name and number of boats, and what the account has paid.
- Your Wheelhouse has its own activity log: who asked what, when, with the citations, and each time staff opened its conversations or documents. Everyone in it can read the log (CSV export). Its owner can keep staff out of its chats and documents: staff then see that questions were asked, not what.

AI providers and training

- Anthropic's Claude writes RegKnot's answers. It receives the question, the conversation so far, the vessel profile, the credentials and sea time the person asking has recorded in RegKnot, and the passages of regulations and of your documents that bear on it. It also reads photos and scans you ask RegKnot to read, and searches official websites when the library falls short.
- OpenAI indexes text for search (your questions, company documents and chat attachments), transcribes voice input, and answers a question if Claude is unavailable or declines it.
- We use both through their commercial APIs. Under those terms, neither uses what we send to train its models by default. We don't sell data.

Subprocessors

WHO	WHAT THEY RECEIVE	WHY
DigitalOcean	Everything RegKnot stores: the database, uploaded files and the nightly backups.	Hosting, in New York
Anthropic	Questions, the conversation, the vessel profile, the asker's recorded credentials and sea time, passages of regulations and of your documents, and scans you ask RegKnot to read. In Wheelhouse chat, the fleet's boats and Everything due list (no credential numbers). For a Wheelhouse's record check, each boat's new or changed log entries, equipment register and open nonconformities (nothing with Rules only).	Answers, scans, web searches, record check
OpenAI	Text of questions and documents, and voice recordings. If Claude can't answer, the question with the same context.	Search index, voice input, backup answers
Stripe	Name, email and payment details, entered on Stripe's own pages.	Payments and invoices
Resend	Your email address and the emails we send you (sign-up confirmation, password resets, reminders).	Account email
Google Workspace	Email you send to our addresses; account email Resend can't send (for example over its daily limit); our salespeople's email.	Company email; backup for account email
PostHog	Pages visited and steps such as signing up, linked to an account ID and role. Never your email address or your questions.	Product analytics (no cookies)
Cloudflare	The browser check and IP address of someone asking a question without an account.	Turnstile bot check
Sentry	Error reports, with email addresses, the text you sent and links containing tokens removed first.	Finding and fixing errors

Hosting, backups and deletion

- RegKnot runs on one DigitalOcean virtual server in New York (the NYC1 data center), which holds the PostgreSQL database, the uploaded files and the backups. The database and its cache accept connections only from the server itself. There is no standby server in a second location.
- The database and uploaded files are backed up every night, on the same server for now. Backups are deleted after 14 days. We tested a full restore of the database from a nightly backup on July 19, 2026, with no errors.
- A chat attachment that isn't about maritime work is deleted 7 days after upload. A question asked without an account is deleted after 30 days, unless the person creates an account to keep it.
- You can delete your account yourself in Account settings, and its data goes with it. We keep payment records, and usage counts without your questions or answers. Copies in backups go when those backups are deleted.
- When a crew member leaves a Wheelhouse, the boats they added pass to the owner with their records. Deleting their account does the same, and deletes their own questions, including those in the Wheelhouse's chats.
- To delete a whole Wheelhouse, its owner removes the crew and deletes their own account, which also cancels the subscription, or emails support@regknots.com.

What we don't have yet

- **Encryption at rest** for the database and uploaded files: planned, not in place yet.
- **Encrypted offsite backups** in a second location: planned, not in place yet.
- **Certifications.** No SOC 2 report or ISO 27001 certification, and no independent penetration test.
- **Single sign-on.** No SSO: sign-in is by email and password, with two-step sign-in available.

Questions and reports

Security questions, a questionnaire, or a data processing agreement (DPA): email support@regknots.com. A DPA is available on request.

Found a security problem? Email the same address with what you found and the steps to reproduce it. Please don't access other people's data, and give us time to fix it before you share it.