MentionFox: security questionnaire answers

Last reviewed 11 November 2026. Source: https://mentionfox.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. MentionFox is not certified. Our infrastructure providers publish their own certificates; those belong to them and we do not claim them.

Access and connections

What permissions do you ask for on a connected mailbox?

Gmail: send only (the "send" permission, plus your address and name for sign-in). Outlook: send only (Mail.Send, User.Read and offline_access). We cannot read your mail with either.

Do you ever ask to read mail or calendars?

Only when you choose to. The optional calendar connection is read-only (Google Calendar read-only, or Microsoft Calendars.Read). The browser extension can ask for read-only Gmail access if you connect Gmail there.

Do you send email without me pressing Send?

No. Outreach and sales email is never sent automatically. The only mail we send ourselves is mail you asked for: sign-in, receipts, confirmations you requested, and report-ready notices.

Do you handle card numbers?

No. Payment is on Stripe's own page and in Stripe's billing portal. We do not store card numbers.

Who has access to production systems?

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

Where data lives

Where is the database?

Supabase, in Sydney, Australia (ap-southeast-2).

Who are your service providers?

Supabase (database, sign-in, file storage), Vercel (the website), Railway (the daily page build), Stripe (payments), Resend (email we send), and AI providers: Anthropic, DeepSeek, OpenAI, Google, Perplexity and xAI. The list with links is on https://mentionfox.com/trust/ .

Does AI see my data?

Text you give us, such as a name and company or a draft, can be sent to the AI provider that writes or checks the result. We ask OpenAI, Google, Perplexity and xAI public questions to measure whether they name a brand. Other services we use to look up public information receive what is looked up (for example a name or a web address), not your account or your files.

Protection

Is data encrypted in transit?

Yes. http:// requests are redirected to https:// and 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 1,365 tables in the database have it switched on (checked 11 November 2026).

How are secrets handled?

Our own service keys are kept as server secrets, not in the website's code. A connected mailbox's keys are stored with your connection record and can be reached only by your account and our server code. Disconnecting the mailbox erases them.

Backups?

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

Keeping and deleting

Can I export or delete my account?

Yes. Settings has an export and a Delete Account button. Deletion removes your account data and uploaded files in one step, then revokes Gmail access at Google. It is refused, with the reason, while you have an active subscription or a team with other members.

What happens to mail I delete?

It is recoverable for 30 days. After that the subject is replaced with "(removed)" and the body is erased.

How do I get my name removed from a page?

https://mentionfox.com/privacy/remove . You confirm by email, go on a permanent removal list, and pages update at the next daily publish.

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.