Security overview

This overview is for procurement, IT and finance teams assessing CAPEXdesk, a capital expenditure planning and reporting service. Every statement describes how the service works today.

Where your data is held

Application and database	Hosted by Render in Frankfurt, Germany.
Uploaded files and backups	Stored with Amazon Web Services in London, United Kingdom. Databases are backed up nightly to a different provider from the one that hosts them.
One database per client	Each client company has its own database. Your figures are never rows in a table shared with other clients.
Hosting certification	Our database runs on Render, a cloud hosting platform certified to ISO/IEC 27001. The certification belongs to Render, not to CAPEXdesk.
Other regions	If your organisation needs its data kept in its own region, such as the UAE or Saudi Arabia, we can discuss hosting it there.

Who can get in

Two-step sign-in	Every user must set up a second sign-in step (an authenticator app) before they can use a company.
Invitation only	People join a company only by invitation from one of its administrators, with their role chosen in advance.
Roles scoped to the plan	A role can be limited to any point in your structure: one project, one package or one line, not only the whole company.
Separation of duties	Administrators cannot approve figures. Nobody can approve their own submission, or take two steps of the same approval.
Idle sign-out	Sessions sign out after a period of inactivity that your administrator sets, checked on the server.
CAPEXdesk support access	Support staff can view a company read-only, for up to 30 minutes, only after recording a written reason. The view and the reason are recorded in your company's own change history.

Protecting the record

Protected change history	Every change is recorded with who made it and when. Each entry is linked to the one before it, the database blocks any edit or deletion of an entry, and tampering with the record could be detected.
Approved figures	An approved figure is never overwritten. A change creates a new version, both versions are kept, and the change is recorded.
Encryption	Data is encrypted in storage and in transit by our hosting providers.
No write-back	Figures come in through Excel uploads. CAPEXdesk never sends anything back to your accounting or cost management systems.

Your data stays yours

Export at any time	You can export the summary, any approved version and the full change history to Excel at any time, without asking us.
Data protection	Personal information is handled as described in our privacy policy at www.capexdesk.com/privacy.html. UK–EU data adequacy arrangements allow the Frankfurt hosting for customers in the United Kingdom.

Service providers that handle data

Render	Hosts the platform and its databases (Frankfurt, Germany).
Amazon Web Services	Holds uploaded files and database backups (London, United Kingdom).
Resend	Delivers the system emails we send.
Anthropic	Answers questions asked of Sarah, the in-app AI help assistant. Only what a user types or pastes into the help panel is sent.

Questions about security can be sent to support@capexdesk.com. If a breach affects personal information in a way the law says must be reported, we will notify the people affected and the regulator as the law requires, and tell our customers without undue delay.