Craft by Katalitix

SECURITY AND PRIVACY OVERVIEW

Your proposals are confidential. We built it that way.

Where your information is kept, who can see it, how the AI uses it, and what we haven't done yet. Version of 29 November 2026; the current version is always at craft.katalitix.com/security.

Where your data is kept

In South Africa. The app and its database run on Microsoft Azure in the South Africa North region (Johannesburg). Data at rest is encrypted by Azure's storage encryption, and all traffic uses HTTPS.

Backed up every night, to separate Azure storage in the same region, and kept for 30 days.

Kept apart from other organisations. Every proposal, library item and setting belongs to one organisation, and every request is checked against it. Our tests try to read across organisations and must fail.

How the AI uses your content

Claude, by Anthropic, writes and checks the drafts. Only what a task needs is sent: the brief, the attachments, the past proposals you choose and the text being worked on. Anthropic processes it on its own infrastructure in the United States.

Not used for training. Under Anthropic's commercial terms, content sent through its API is not used to train its models, and it is kept only for a limited period.

Your own workspace. Each client organisation has its own Anthropic workspace, so its use is kept and reported separately.

Documents are data, not instructions. If an uploaded RFP contains hidden text aimed at an AI (“ignore your instructions”), Claude doesn't act on it and points it out to you.

A person stays responsible. Claude drafts; your team reviews, edits and decides what is sent. Claude is told never to invent facts about your client or your own organisation, and to leave a marked placeholder instead.

Who can see your work

Your people, by role. Only people you invite can sign in. With a Microsoft account, your own multi-factor authentication and policies apply; anyone else signs in with a one-time link sent to their invited email address, valid for 15 minutes. Admins and bid writers see all proposals; contributors and reviewers only the ones they're working on.

Katalitix only with your consent. Our support team can enter your organisation only while it is being set up, or when one of your admins allows it, for 1, 7 or 30 days. Every visit is recorded in your activity log.

An activity log shows your admins who did what and when. It records actions, never the content of your proposals.

Emails stay short. Notifications name the proposal and what happened, and link to it. They never contain the proposal itself.

Who processes your data

Microsoft Azure (South Africa North): hosting, storage, backups and email.

Anthropic (United States): the AI that drafts and checks, under its commercial terms.

Nobody else receives your content. We use no advertising or tracking cookies.

If you leave

You can export every proposal as PDF or Word at any time.

When your agreement ends, we delete your organisation's data after the period agreed in your contract.

What we haven't done yet

An independent penetration test is planned before we grow beyond our first clients. We'll share the summary with clients on request.

A data processing agreement under POPIA (and GDPR, for European clients) is being prepared as part of our standard contract.

A public status page with uptime monitoring is on our roadmap.

Questions we haven't answered here? Get in touch.