> Sandfly Security™

2024-11-15

Data Privacy and Protection

Summary

Sandfly does not collect, store, or process any customer telemetry data. Customers keep full control over their data, deciding where it goes and how it's used. Your data is yours.

Our platform is designed to operate within your network, including air-gapped environments, with no need for outbound network access or third-party data sharing. The Sandfly platform does not use or require any direct internet access to function outside of limited instances where customers are using the platform through an online digital marketplace. In this case, the server will contact the licensing systems at Sandfly to check for payment information for the license only.

The Sandfly team has years of experience working in classified environments such as the US Department of Defense and dealing with privacy rules in sensitive industries such as healthcare and financial services. We understand the needs of customers that need full control of their data.

Key Features

The following apply to on-premise or customer operated Sandfly installations in the cloud.

No Telemetry Data Sent to Sandfly Security

No telemetry data of any kind is sent to Sandfly. This includes:

- Information about customers' infrastructure and systems
- Incident information
- Security event telemetry

For certain uses at cloud marketplace providers, Sandfly will need to check into the licensing server to validate payment and host limits. This is confined only to ensuring service payment to comply with cloud marketplace requirements and does not send us any data outside of the licensing check.

No Third-Party Data Sharing

Data is only shared with third party tools or vendors if explicitly done by the customer. For instance, if customers need to send information to an external SIEM, Managed Detection and Response (MDR), or similar service, they must configure this. By default, no telemetry information is shared with any outside source unless enabled by the customer.

Air-Gapped Network Compatibility

Sandfly is designed from the ground up to operate without internet access. The product can be updated and deployed in isolation. The product works with all features unless you are looking for our product to obtain a signed certificate for you during install using the EFF Certbot service. If you do not require this, then no other kind of outbound access is required.

No Customer Data Storage

No customer data is held or processed on our systems outside of licensing and billing details when the product is purchased. A compromise of Sandfly's own servers would not result in leaking any confidential information about a customer's network outside of this information.

Complete Data Control

Customers maintain full control over their data. We do not lock you into the platform and you can export your data at any time to a third-party data store you control.

Your Data is Yours

At Sandfly we believe that all customer data belongs to the customer. For more information on our data privacy approach, visit our page on [Sandfly Security Data Privacy](#).