CABVIX

U01 · TRUST & SECURITY

Your network records, looked after properly.

How CABVIX stores, protects and backs up your records, who processes them, and how to report a security problem. Written for the MSPs, integrators and IT teams who have to check before they sign up.

UPDATED **6 OCTOBER 2026** cabvix.com.au/security support@cabvix.com.au

SHORT ANSWER

Customer records are stored in Sydney, encrypted in transit and at rest, backed up daily with a weekly off-site copy, and kept separate for each organisation. Sign in with Microsoft 365, Google or email, with two-step codes from any standard authenticator app, and you decide exactly what contractors and partners can see. CABVIX doesn't hold a security certification; this document describes what we actually do.

HOW CABVIX LOOKS AFTER YOUR RECORDS

Nine things to know

U10 · WHERE IT LIVES

Australian hosting

- Customer records and account data are stored in a database in Sydney, Australia (Supabase, Sydney region).
- Uploaded files (photos, site plans, sticker artwork) are stored in Cloudflare R2 object storage.
- The app is served through Cloudflare's global network, so pages load quickly wherever your team is.
- CABVIX is Australian owned and operated by Securatech (TAS) Pty Ltd.

U09 · ENCRYPTION

Encrypted in transit and at rest

- Every connection to CABVIX uses HTTPS (TLS), and browsers are told to use HTTPS only (HSTS).
- The database and file storage encrypt stored data at rest with AES-256, managed by Supabase and Cloudflare.
- Passwords are never stored, only a salted hash; new passwords are checked against passwords exposed in known data breaches.
- API keys and service credentials are kept as encrypted secrets in the hosting platform, never in code.

U08 · SIGN-IN

Sign-in and two-step

- Two-step sign-in with any standard authenticator app: Microsoft Authenticator, Google Authenticator, 1Password, Authy and others.
- Workspace owners can require it for their owners and admins.
- Sign in with your Microsoft 365 or Google account, or email and password; two-step sign-in in CABVIX still applies either way.
- CABVIX is a Microsoft verified publisher: our app registration is verified to Securatech (TAS) Pty Ltd through the Microsoft AI Cloud Partner Program, so the Microsoft sign-in screen shows the verified badge. Organisations that only allow apps from verified publishers can use Continue with Microsoft.
- Every account confirms its email address before it can sign in.
- Email sign-in links are opened only when you press Continue, so mail scanners can't use them up.

U07 · ACCESS

Access you control

- Each organisation's workspace is kept separate, and the database can't be reached from the browser: every request goes through the CABVIX server, which checks who you are and your role.
- Roles: owner, admin, technician and read-only viewer.
- Contractors see only the racks you approve, for the time you set (1 hour to 7 days), with only the sections and site details you tick.
- Scanning a CABVIX sticker never grants access by itself, and partner sharing can be revoked at any time.

U06 · RECOVERY

Backups and restore points

- The database is backed up daily, with seven days of backups kept by Supabase.
- Every workspace has version history: restore points at least every 15 minutes while it's being edited, always before a large deletion, plus ones you save yourself.
- Owners and admins can restore any point, or download it as a copy of the workspace.
- A weekly off-site backup copy is kept with a different company from the database (Cloudflare) for 12 weeks. Keys, tokens and password hashes are never included, and every run is checked.
- An owner can delete the workspace from Company Profile, which removes its records, files and logins. Tax invoices are kept as the law requires.

U05 · BUILDING IT SAFELY

How the app is protected

- Every piece of text shown in CABVIX is escaped, and saved records are cleaned on the server, to block script injection.
- Cross-site request protection on every signed-in action, safe redirects, and limits on how often public forms can be sent.
- Security headers on every page, including protection against the app being framed by another site.
- Every change runs the automated test suite, and only changes that pass are released.

U04 · OUR TEAM

Staff access

- CABVIX staff use a separate admin console behind two separate sign-ins: only listed staff email addresses can even reach its sign-in page, and CABVIX's own sign-in there always needs two-step.
- Every action taken in it is logged with a note, and anything that touches your workspace also shows in your activity log as "CABVIX support".
- Support requests come in to support@cabvix.com.au and are handled in Australia.

U03 · AVAILABILITY

Status and monitoring

- An outside monitor checks CABVIX every 5 minutes and alerts our team if it stops responding. Live status is published at a public status page.
- Server and browser errors are recorded, and CABVIX checks itself every 10 minutes for error spikes, stuck orders, failed backups and background jobs, emailing our team when something needs attention.
- Expiring keys, secrets and domain names get reminders well before they lapse.
- Releases are tested automatically before they go live, and new features are tried on a separate test copy of CABVIX first.

U02 · RECORD OF CHANGES

Who changed what

- An activity log for every workspace records sign-ins and how (password, Microsoft, Google, two-step), team and role changes, contractor and partner access, transfers, restores and exports. Owners and admins see the last 30 days on every plan; Pro keeps two years and downloads it as CSV.
- Every rack keeps a history of the work done on it, with who did it and when.
- Team edits are merged rack by rack, so one person can't silently overwrite another's work.
- Restore points capture the whole workspace, so any change can be traced back or undone.
- Contractor access requests, approvals and partner shares are kept with who approved them and for how long.

SUB-PROCESSORS

Who processes data to run CABVIX

PROVIDER	WHAT FOR	DATA INVOLVED	WHERE
Supabase	Database and sign-in	Customer records and account data	Sydney, Australia
Cloudflare	Hosting the app, file storage, the weekly off-site backup copy, delivery network, staff access control	Files you upload; app traffic; the backup copy	Global network

PROVIDER	WHAT FOR	DATA INVOLVED	WHERE
Stripe	Card payments and subscriptions	Billing details; card details go to Stripe, never to CABVIX	United States / Australia
Resend	Delivering the emails CABVIX sends	Recipient email address and the message	United States
Xero	Our own accounting (paid CABVIX invoices)	Invoice and customer billing details	Overseas (New Zealand / United States)
Printful	Printing and shipping sticker and shop orders	Print files, delivery name, address and phone	Overseas and Australia
Microsoft / Google	Sign-in, only if you choose Continue with Microsoft or Google	Your sign-in identity (name and email)	Global
UptimeRobot	Uptime checks	No customer data (it checks a status address)	Global

On the website only, and only if you allow it in cookie settings, Google Analytics and Meta measure visits and ads. The CABVIX app uses no marketing cookies. We give account holders at least 14 days' notice before adding a new provider that stores customer records.

RESPONSIBLE DISCLOSURE

Report a vulnerability

If you think you've found a security problem in CABVIX or its website, email support@cabvix.com.au with "Security" in the subject. Tell us what you found, where, and how to reproduce it. We'll confirm we've received it, keep you updated while we fix it, and credit you if you'd like.

- Test only with your own account and workspace. Don't access, change or delete other people's data.
- Don't run denial-of-service attacks, spam or social-engineering tests against our staff or customers.
- Give us reasonable time to fix the problem before sharing details publicly.

Contact details are also published at `cabvix.com.au/.well-known/security.txt`.

COMMON QUESTIONS

Security FAQs

Is CABVIX certified to ISO 27001 or SOC 2?

No. CABVIX does not currently hold a security certification. Our database provider, Supabase, publishes its own certifications on its security page. We describe exactly what we do on this page instead, and we're happy to answer your questions.

Where exactly is our data stored?

Customer records are stored in a database in Supabase's Sydney region. Uploaded files are stored in Cloudflare R2. Requests pass through Cloudflare's global network, and some providers listed above, such as our email, payment and printing providers, process information outside Australia.

Can we get our data out?

Yes. On every plan, owners and admins can Download all your data from Company Profile: one .zip with the whole workspace as JSON, spreadsheets of clients, sites, racks, hardware, patching, outlets, power and links using the app's IDs, and your uploaded site plans. Any restore point can also be downloaded.

What happens if there's a security incident?

We'll tell affected account holders promptly by email with what happened, what it affects and what we're doing about it, and notify the Office of the Australian Information Commissioner where the Notifiable Data Breaches scheme requires it.

Is there an audit log?

Yes. Every workspace has an activity log of sign-ins, team and access changes, transfers, restores and exports, including anything CABVIX staff do. Every plan shows the last 30 days; Pro keeps two years with a CSV download. Edits inside a rack are in that rack's own history. Every action CABVIX staff take in the admin console is logged.

Can we sign in with Microsoft or Google?

Yes. Choose Continue with Microsoft or Continue with Google on the sign-in page; two-step sign-in in CABVIX still applies. CABVIX is a Microsoft verified publisher, so tenants that only allow verified publishers can use it. SAML single sign-on and forcing Microsoft sign-in for a whole company aren't offered.

Do you use our data to train AI?

No. We don't use customer content to train AI models. Patch, the in-app guide, works from the help guide and your own records, with no AI service behind it.

We have a vendor security questionnaire. Can you fill it in?

Yes. Email support@cabvix.com.au and we'll send our security answer pack, and complete your own questionnaire if you need it.



Doing a vendor security review? Email support@cabvix.com.au for our security answer pack: detailed answers to the questions MSPs and IT teams usually ask. We're also happy to complete your own questionnaire.

This document summarises how CABVIX works today. It is not a certification or a contract; the Terms of Service and Privacy Policy at cabvix.com.au set out our commitments. The current version is always at cabvix.com.au/security.