Security and compliance

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See version history

Quant Intelligence makes Alden and QuantMind. This page sets out how we protect the services, which certifications we hold, and the companies that process data for us (our sub-processors). How we handle personal data is in each product's Privacy Policy.

1. Certifications

We do not hold any security certifications yet, such as SOC 2 or ISO 27001. When we do, they are listed here with the report or certificate.

2. Where our services run

Accounts, sign-in and product services for Alden and QuantMind run on servers in Saudi Arabia (Riyadh). Each product has its own server, its own database and its own accounts; an account with one never reaches the other.

3. How we protect them

- Every connection to our websites and services is encrypted (HTTPS), and browsers are told to use nothing else (HSTS).
- Sign-in pages use a bot check after repeated failed attempts.
- Staff tools are not reachable from the public internet.

- Database copies sent off-site are encrypted before they leave our servers.

4. Sub-processors

These companies process data on our behalf, for the purpose shown. We list a new one here before it starts processing personal data.

Company	Purpose	Location	Products
Oracle Cloud Infrastructure	Servers and databases for accounts, sign-in and product services	Saudi Arabia (Riyadh)	Alden, QuantMind
Cloudflare	Website hosting, DNS, traffic protection, the sign-in bot check (Turnstile), and forwarding email sent to our product addresses	Worldwide edge network	Alden, QuantMind, websites
Resend	Sending account emails: sign-in links and codes, receipts, notices	Ireland (EU)	Alden, QuantMind
Backblaze	Encrypted off-site copies of our databases and legal records	Netherlands (EU)	Alden, QuantMind
Zoho	Company mailboxes that receive and answer support, privacy and security emails	United States	Alden, QuantMind, websites
Google Fonts	Web fonts loaded by our websites	United States and other Google regions	Websites
Paddle	Merchant of record: payments, invoices, sales tax and VAT, from when paid plans open	United Kingdom and EU	Alden, QuantMind

Alden can also send your requests to an AI company whose model you choose with your own API key. That company is then your provider under your own agreement with them, not our sub-processor.

5. Reporting a security issue

If you find a security weakness, tell us at security@alden.chat for Alden or security@quantmind.io for QuantMind. Our Responsible Disclosure Policy explains what to include.