

Data Security: Board Synchronization

At Nine Minds, we prioritize the security and privacy of your data, particularly when it involves syncing boards from your PSA. This document outlines our data security protocols and addresses key concerns related to data storage, processing, and deletion.

Data Storage and Processing

Data Storage:

- **Ticket Storage:** When you initiate the board sync process, the tickets from the board(s) you select are directly retrieved from your PSA, and securely stored on our private servers. This ensures that your data always remains safe and confidential.
- **Data Isolation:** We use advanced multi-tenancy technologies to ensure that your data remains isolated from other customers' data; all the information you provide is stored separately and securely.

Data Processing:

- **AI Models:** Our AI models process your ticket data to provide the necessary insights and support. However, we do not use your data to train these models. This ensures that your ticket information is never exposed or utilized outside of its intended purpose.
- **No Third-Party Access:** We do not share your data with any third parties. This includes major service providers like OpenAI, Amazon, Microsoft, etc. Your data never leaves our facilities and is handled exclusively by our team.

Infrastructure Security

Physical Infrastructure:

- **Private Data Centers:** We own and operate our own servers located in private data centers. This setup enhances security and control over your data, as opposed to using public cloud services.

Data Control:

- **Full Control:** You retain full control over your data. You have the flexibility to save or delete your data whenever you choose. This includes selecting specific boards to sync and having the option to delete any board, which will result in its complete removal from our database.

Data Deletion

User-Initiated Deletion:

- **Board Deletion:** If you decide you want to remove a board from our database, you can do so through the [Nine Minds Portal](#). The board and its associated data will be permanently wiped from our servers.
- **Complete Erasure:** Our system ensures that once you delete your data, it is irretrievably erased from our servers. This guarantees that no residual information remains, providing you with peace of mind regarding data privacy and security.

Nine Minds is committed to maintaining the highest standards of data security and privacy. By leveraging secure storage, isolated data processing, private infrastructure, and complete user control over data, we ensure that your PSA board syncing is both secure and efficient. If you have any further questions or concerns about data security, please do not hesitate to contact us at support@nineminds.com.