


Security Architecture & Data Privacy

For IT Security Teams & CS Operations Leaders

April 2026 · Version 1.0

 <p>Security audit passed 12-point internal audit completed April 2026. Zero failures across all categories.</p>	<p>SOC 2 Type I In progress Target: Q3 2026 Chrome Web Store verified developer.</p>
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DATA FLOW

How data moves through CockpitCopilot

CockpitCopilot has three discrete surfaces with three discrete data flows. No data crosses between these surfaces without explicit user action.

Surface	What it touches	Where data goes
Your call recorder (Gong, Fireflies, etc.)	Full call transcript only. No credentials, no account data.	Sent to Anthropic API only. Nowhere else.
Anthropic AI	Transcript text. Same data path as Claude.ai.	Returns structured output (Timeline, CTAs, SP updates).
Your browser (CockpitCopilot panel)	Gainsight session — used only to write via Copy or API.	Gainsight credentials never leave your browser.

Transcript data is processed in real time by Anthropic and is not stored on any CockpitCopilot server. CockpitCopilot has no backend infrastructure that touches customer data.

DATA STORAGE

What is stored and where

What	Where stored	Who can access
API key (Anthropic)	User's browser only (chrome.storage.local)	User only. Never transmitted to CockpitCopilot.
Org playbook settings (CTA types, SP objectives)	User's browser only (chrome.storage.local)	User only.
Call history (optional)	User's browser only (chrome.storage.local)	User only.
Call transcripts	NOT stored anywhere. Processed in memory only.	N/A

Gainsight credentials	NOT stored. Session used live, then discarded.	N/A
Telemetry / analytics	NOT collected. No tracking of any kind.	N/A

CHROME EXTENSION PERMISSIONS

What CockpitCopilot requests and why

Permission	Why it's needed	Risk level
storage	Save API key, org settings, and call history locally in the browser.	Low — local only
tabs	Find the active recorder tab to read the transcript from.	Low — read only
debugger	Read transcripts from Gong/Fireflies. Required because these tools use Shadow DOM and lazy rendering that standard content scripts cannot access. Chrome displays a yellow banner when active. Scoped to recorder domains only.	Medium — see note
sidePanel	Render the CockpitCopilot panel alongside the browser window.	Low — UI only

Note on the debugger permission: Some enterprise IT policies blanket-block extensions requiring this permission. If this applies to your org, Copy mode (manual paste) works fully without the debugger permission being active in Gainsight — it is only used when reading transcripts from your call recorder tab.

Permissions NOT requested by CockpitCopilot
webRequest · scripting · activeTab · identity · <all_urls> host permission

COMPLIANCE & CERTIFICATIONS

Current posture

SOC 2 Type I

In progress. Target completion: Q3 2026. Pre-audit controls implemented.

Chrome Web Store

Verified developer. Extension reviewed and published by Google.

Anthropic Data Policy

Transcripts processed under Anthropic's privacy policy — same standard as Claude.ai. Anthropic does not use API-submitted data to train models by default.

DPA Available

Data Processing Agreement available for Team and Enterprise customers on request.

Source Code

Available for review under NDA for Enterprise customers and security teams.

Security Audit

12-point internal audit completed April 2026. Full audit report available on request.

SECURITY CONTACT

Security review requests

For security reviews, penetration test coordination, DPA requests, or enterprise security questionnaires, contact our security team directly. We respond within 48 hours.

security@cockpitcopilot.io

48-hour response commitment Full documentation
available on request