

Security FAQ

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Classification: Public

Security FAQ

1. Where is Concord hosted?

Concord is a cloud-based SaaS platform, primarily hosted on Google Cloud Platform in the Canada (Toronto) region today. Region is configurable per data-residency requirement — discuss specifics with us during procurement.

2. How is customer data protected?

Encryption in transit and at rest, role-based access control, mandatory MFA for privileged access in production, least-privilege access, secure development practices, vulnerability management, security monitoring, audit logging, and backup/disaster-recovery procedures. See the [Security Overview](#).

3. Do you encrypt customer data?

Yes. TLS 1.2+ in transit; encryption at rest via the underlying cloud platform, with an additional application-layer encryption pass for particularly sensitive fields such as MFA secrets.

4. Do you use customer data to train AI models?

No. Concord does not knowingly use identifiable customer prompts or customer data to train publicly available foundation AI models without the customer's prior authorization.

5. Which AI models does Concord use?

Concord integrates AI capability through a multi-provider abstraction layer rather than a single hardcoded model — primarily Google Gemini today, the same cloud ecosystem as our hosting rather than a separate subprocessor relationship. The specific underlying model may change over time as the technology evolves.

6. Does Concord make decisions on behalf of customers?

No. Concord provides governance, workflow, compliance, and decision-support capability. AI-generated outputs should be reviewed by appropriately authorized personnel before being relied on for material business, legal, regulatory, financial, employment, or insurance decisions.

7. Does Concord support human oversight of AI?

Yes — governance workflows can incorporate human review and approval, escalation, risk assessment, exception management, and audit records. The right level of oversight depends on your use case and risk tolerance.

8. Does Concord support Single Sign-On (SSO)?

Yes — SAML 2.0, or OAuth 2.0/OpenID Connect via Okta, Google, or Microsoft. SSO can be required exclusively for your tenant.
