TRUST CENTER — SECURITY & COMPLIANCE

The security posture behind your search infrastructure

Every control we run to protect your data — encryption, access, network isolation, privacy and resilience — documented for your vendor security review.

DOCUMENT	LAST REVIEWED	REVIEW CYCLE	NEXT REVIEW
Security Overview	October 2026	Every 3 months	January 2027

A transparent view of how we protect your data. This document maps the security controls Opensolr operates to the five SOC 2 Trust Services Criteria and to the SIG / CAIQ vendor questionnaires, so your team can complete a vendor security review in one read.

CONTROL SUMMARY

The one-page answer

The fastest response to most questionnaire rows. Each domain is expanded in the sections that follow.

DOMAIN	STATUS	DETAIL
Encryption in transit	✓ In place	TLS 1.2/1.3 only (1.0/1.1 refused), HSTS preload, HTTP→HTTPS enforced across site, API and every hosted index. Traffic between our own servers is encrypted as well.
Encryption at rest	Partial	Backups are encrypted (AES-256) before they leave the server. The live account database and index storage are not encrypted at rest by Opensolr; they are protected by access controls and by the physical security of our datacenter providers. Dedicated servers can use disk encryption.
Authentication	✓ In place	Per-index HTTP Basic auth on every request, two-factor authentication, strong one-way password hashing, role-based access control.
Network isolation	✓ In place	Solr is never exposed to the public internet — bound to localhost behind authenticated Apache; default-deny firewalls fleet-wide.
Payment data	✓ None stored	No card or payment data on our servers; payments run through PCI-compliant Stripe.
Backups & recovery	✓ In place	Automated, transaction-consistent, off-site backups plus cross-region index replication.
Monitoring	✓ 24 / 7	Automated watchdog health checks with self-healing restarts; 99.9% uptime target.
Data privacy	✓ GDPR	Minimal data collection, documented privacy terms, right to erasure on request.
Framework alignment	✓ SOC 2 TSC	Controls mapped to the five SOC 2 Trust Services Criteria and the SIG / CAIQ vendor questionnaires.

TRUST SERVICES CRITERIA

Mapped to the five SOC 2 principles

CRITERION	HOW OPENSOLR ADDRESSES IT
Security	**Protected on every layer.** Authentication, IP rules, application firewall and network isolation stand between any request and your data.
Availability	**Built to stay up.** Redundant, replicated infrastructure with an automated watchdog that restarts failed nodes. 99.9% uptime target.
Confidentiality	**Your data stays yours.** Access is limited to the account owner and invited team members. Our staff never access index data without your consent.
Processing Integrity	**Complete & accurate.** Changes are made only by authorized users, with change logs and revision trails for a full audit history.
Privacy	**Minimal by design.** We collect only an email and a password. No selling, no sharing, and no payment data on our servers.

DATA PROTECTION

Encryption & access control

Encryption

- ✓ **In transit:** TLS 1.2/1.3 only; 1.0/1.1 refused. HSTS with a two-year preload policy and forced HTTPS.
- ✓ **Modern ciphers:** A+ grade cipher suites; certificates renewed on a regular annual cycle.
- ✓ **At rest:** backups are encrypted before they leave the server; the live database and index storage are not encrypted at rest by Opensolr and are protected by access controls and the physical security of our datacenter providers.
- ✓ **Everywhere:** the same standard covers the website, the REST API and every hosted Opensolr Index.

Authentication & authorization

- ✓ **Per-index HTTP Basic auth** on every request — no anonymous access to your data.
- ✓ **IP access rules** per request handler: allow-list or block addresses, even with valid credentials.
- ✓ **Two-factor authentication** on every account: an authenticator app (TOTP) or SMS via Twilio / Authy, with one-time recovery codes.
- ✓ **Password storage:** passwords are kept only as strong one-way hashes, and a password policy is enforced at sign-up, reset and change.
- ✓ **Role-based access control** for team members; optional password lock on the public search page.

PLATFORM HARDENING

Application & infrastructure security

Application layer

- ✓ **Content Security Policy** and a full set of security headers applied centrally.
- ✓ **Parameterized database access** and search-query isolation to prevent injection.
- ✓ **Signed API requests:** destructive operations require an HMAC signature; keys never travel in a URL.
- ✓ **Rate limiting** per user and per IP, with automated abuse blocking and bot challenges.
- ✓ **CSRF protection & XSS filtering** platform-wide; cookies are Secure, HttpOnly and SameSite.

Network & infrastructure

- ✓ **Solr is never public.** Every node binds to localhost behind authenticated Apache — the only door is HTTPS with auth.
- ✓ **Default-deny firewalls** on every server; databases are not exposed to the internet.
- ✓ **Application firewall:** every request is screened against known-exploit and scanner patterns, and offending addresses are banned automatically.
- ✓ **Hardened Solr:** data-import, config-editing and core-admin endpoints blocked; Log4Shell mitigated fleet-wide.
- ✓ **Segregated administration** through a jump host — production servers are not directly reachable.

PRIVACY & GDPR

Data privacy

Opensolr collects the **minimum data possible** — an email address and a password. We do not sell, trade or share personal information, and your Opensolr Index data is never accessed by our staff or subcontractors without consent, except in an urgent technical emergency required to restore service. **No card or payment data ever touches our servers** — all payments run through PCI-compliant Stripe. Full terms live in our GDPR Privacy Agreement and Privacy Policy.

AVAILABILITY & RESILIENCE

Backups, replication & uptime

Backups you control

- ✓ **Automated backups** that are transaction-consistent (no table locks) and copied off-site.
- ✓ **On-demand & scheduled index backups** — create, download or restore from the dashboard.

Resilience & monitoring

- ✓ **Cross-region index replication** for high availability and disaster recovery.
- ✓ **24/7 watchdog monitoring** that auto-restarts failed nodes; 99.9% uptime target.

VULNERABILITY & INCIDENT MANAGEMENT

How we stay ahead

- ✓ **Quarterly internal security testing.** We re-run our security review every three months and refresh this document with the results.
- ✓ **Proactive hardening.** We patch and mitigate emerging threats across the fleet — from framework CVEs to edge-level abuse — before they reach customers.
- ✓ **Documented incident handling.** Every critical change and incident is logged and revisioned for a full transparency trail.
- ✓ **Published security advisories.** The vulnerabilities we track, patch and mitigate are documented, one page each, at https://opensolr.com/learn/security.
- ✓ **Responsible disclosure.** Found something? Email help@opensolr.com and we'll respond promptly.

TRANSPARENCY

Sub-processors

The third parties that help us deliver the service, and what each one handles. No third-party AI provider receives your data: our AI features run on our own infrastructure.

PROVIDER	PURPOSE	DATA HANDLED
Hetzner	Platform servers (control panel, account database, standby, backups) & regional Solr hosting	Account and billing data, backups, hosted index data (your region choice)
AWS, HostHatch, Alibaba Cloud	Regional Solr hosting	Hosted index data (your region choice)
Stripe	Payments & billing (PCI-compliant)	Payment details — never stored by Opensolr
Twilio / Authy	Two-factor authentication delivery	Phone number, for 2FA only

STANDARDS & CERTIFICATIONS

Standards & certifications

Our full Information Security Policy covers confidentiality, integrity, availability, authenticity and non-repudiation in depth.

Where your process calls for a SOC-style review, the controls documented here map directly to the SOC 2 Trust Services Criteria and to SIG / CAIQ questionnaires — enough for most vendor security assessments to proceed.

FOR ENTERPRISE REVIEWS

Available on request

- ✓ This Security Overview as a PDF.
- ✓ Completed SIG / CAIQ or custom security questionnaire responses.
- ✓ A Data Processing Agreement (DPA) for GDPR compliance.
- ✓ An architecture and data-flow overview for your risk assessment.

Contact **help@opensolr.com** or use the contact form at opensolr.com/contact.

REFERENCE DOCUMENTATION

Read the detail

Information Security Policy

Solr Cloud Data Security

Platform Security Guide

GDPR Privacy Agreement

Privacy Policy & Terms & Conditions

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