Security

Last updated 25 November 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

Security is not a feature we added. It is how Kool is built, from hashed sign-in to an encrypted edge network. This page is the plain-language version; the Trust Center has the detail, and Subprocessors names every third party involved.

Hashed sign-in

Sign in with a one-time email code, a passkey, Apple, Google or a password. Codes are stored hash-only and passwords as salted one-way hashes, never in plain text. Authenticator 2FA is optional, and you can revoke any device's session on its own.

Encryption everywhere

TLS for everything in transit, encryption at rest on Cloudflare D1 and R2, and encrypted WebRTC media for calls and live.

Edge-native infrastructure

Kool runs entirely on Cloudflare, with WAF, DDoS protection and rate limiting in front of all traffic by default.

Row-level tenancy

Every record is isolated per owner at the database layer. Staff access is least-privilege and 2FA-gated.

No trackers, no data sales

No advertising SDKs, no advertising ID, no data brokers, no data sales. Product analytics and crash reports go only to the providers on our Subprocessors list.

Monitored 24/7

Automated probes watch every service around the clock, open incidents automatically and publish them live on our status page.

Our practices

Data protection

GDPR and CCPA aligned, with a signable DPA, EU Standard Contractual Clauses and a 72-hour breach notification commitment. See the Trust Center for the full picture.

Least data, least access

We collect only what the product needs to work, keep it only as long as needed, and limit who and what can touch it.

Vetted subprocessors

A deliberately short list of infrastructure providers, published openly at /subprocessors with 30 days' change notice for business customers.

Continuous review

Dependencies, permissions and configurations are reviewed continuously. SOC 2 and ISO 27001 readiness are on our roadmap.

Found a vulnerability?

We work with good-faith security researchers and respond fast. Tell us what you found at security@k00l.app, including the steps to reproduce it, and we will take it from there.
