StoragePilot

GDPR & Data Protection

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Company: StoragePilot Ltd.
Location: Vancouver, British Columbia, Canada
Email: info@storagepilot.ai

StoragePilot ("the Service") is a business-to-business platform used by self-storage facilities to manage tenant communication, reservations, gate access, and workflow automation. This document summarizes how StoragePilot handles data protection and GDPR compliance for customers located in the European Union (EU).

1. Data residency

Our primary application infrastructure and databases are hosted in **Canada (AWS ca-central-1)**. Some data is also stored or processed by service providers in the United States and other countries, depending on the services used.

Cross-border transfers

For international transfers, StoragePilot uses appropriate safeguards where required by applicable law, including Standard Contractual Clauses (SCCs) where applicable. Any required transfer arrangements are put in place before the relevant transfer begins.

2. Categories of personal data processed

StoragePilot processes only the data required to operate a storage facility:

- Tenant identity: name, phone number, email, postal address
- Lease information: unit, dates, status, delinquency
- Communication logs: SMS, email, voice transcripts
- Gate access activity and codes
- Staff/admin user accounts
- Payment metadata (Stripe holds all PCI data)

No special-category (Art. 9) data is processed.

3. Legal basis for processing

StoragePilot acts as a **Data Processor**.
The facility is the **Data Controller**.

Processing is based on:

- Article 6(1)(b) - performance of a contract
- Article 6(1)(f) - legitimate interests (security, operational logging)

4. Subprocessors

Infrastructure

- AWS - Compute, storage, networking, backups
- Vercel - Application hosting, edge delivery

Analytics & observability

- Better Stack - Logging, alerting, monitoring
- MotherDuck - Cloud analytical database for reporting

Communications

- Twilio - SMS and voice
- Resend - Transactional email

Payments

- Stripe - Billing and payment processing

AI providers

- OpenAI
- Google
- Anthropic
- Other Vercel AI gateway-supported models as configured

Voice

- VAPI - Voice agent orchestration
- ElevenLabs - Text-to-speech

5. Security & encryption

- Encryption at rest with AWS KMS (AES-256)
- Encryption in transit with TLS 1.2+
- Encrypted backups
- Strict internal access controls
- Network protections through AWS and Vercel

6. Data retention

We retain customer personal data for the duration of the Services. Customers may request its return or deletion at any time. When the Services end, we return or delete customer personal data at the customer's choice and delete remaining copies, unless applicable law requires retention. The applicable Data Processing Agreement governs these obligations.

7. Data subject rights

StoragePilot assists the Controller with:

- Access
- Rectification
- Erasure
- Restriction
- Portability

Requests must be submitted by the Controller.

8. Breach notification

If StoragePilot becomes aware of a breach affecting an EU customer:

- Notice is sent within **72 hours**
- Follow-up includes scope, impact, mitigations, and recommendations.