How HG Dynamic protects your partner data

A summary for IT and security teams reviewing HG Dynamic, partner network software for manufacturers in Australia and New Zealand. Each control is marked "Built and tested" (in the product and covered by automated tests) or "In place before your go-live" (committed, not yet in production).

IN PLACE BEFORE YOUR GO-LIVE

Product data hosted in Australia

Your partner data lives in Sydney: database, application and routing servers. This website and its forms are separate and run on Netlify in the United States (see below).

BUILT AND TESTED

Microsoft and Google sign-in

Your team signs in with the work account they already use. HG Dynamic never sees a password. Access is by invitation only: a valid work account on its own grants nothing.

BUILT AND TESTED

Multi-factor sign-in

An authenticator-app code (no SMS) is required for admins and owners by default, and can be required for everyone. Changes to who has access are refused unless the session is multi-factor.

BUILT AND TESTED

Roles and removing leavers

Four roles: viewer, editor, admin and owner. Roles are checked on every request and again in the database. When someone leaves, an admin removes them and their access ends straight away.

BUILT AND TESTED

Each customer kept apart

Every customer has its own workspace. The database itself limits every query to your own workspace, and automated tests prove one customer can never read or change another's data.

BUILT AND TESTED

Partner change history

Partners and reps request changes; approved people accept or decline them. Each partner record shows what changed, who changed it and when.

BUILT AND TESTED

System audit log

Separate from partner history: every change to your data is recorded in an append-only log that cannot be edited or deleted. Your admins can read your own events.

IN PLACE BEFORE YOUR GO-LIVE

Backups and recovery

Daily backups plus a separate weekly copy, with a full restore tested before launch. Backup frequency, retention and recovery targets are confirmed in your customer agreement.

IN PLACE BEFORE YOUR GO-LIVE

Encryption

HTTPS for all traffic, and the database is encrypted at rest by our Australian hosting provider.

IN PLACE BEFORE YOUR GO-LIVE

Your data stays yours

You own your data. Export all of it to Excel, and if you cancel we send you a full copy within 10 working days.

DATA	STORED IN	PROVIDER
Your partner data in HG Dynamic	Sydney, Australia	Supabase (database and sign-in) and our Sydney server host
Website forms: demo requests and audit uploads	United States	Netlify
Demo bookings and email with us	Google data centres	Google
Website statistics (no personal information, no cookies)	European Union	Plausible

HG Dynamic does not hold SOC 2 or ISO 27001 certification. An independent penetration test is planned around our first launches; ask us for the result. SAML single sign-on and automatic user provisioning (SCIM) are not built yet; we add them when a customer needs them.

Questions or a security questionnaire?

Email Hunter@HGDynamic.com. We will answer directly, complete your questionnaire, or join a call with your IT team.

This overview describes the HG Dynamic product. It is general information, not a contract. Contractual commitments are set out in the customer agreement.