

Vericode at a glance

A forwardable due-diligence brief for IT consultants, compliance leads and principals.

WHAT VERICODE IS

Vericode is a browser-based authorised-contact verification service for Australian businesses. Staff send a one-time code to a mobile number already on file and retain evidence of the check's outcome.

DATA RESIDENCY

Customer and verification data - recipient details, messages and verification records - is hosted in Australia. Staff sign-in is handled by our identity provider, WorkOS, in the United States. Detail: vericode.com.au/data-residency

WHAT WE STORE / NEVER STORE

Vericode stores the data needed to dispatch and evidence a verification: recipient details, message and provider metadata, timestamps, actors, outcomes and audit events. It is not a document repository and does not require customers to upload client matter files to complete a verification.

SECURITY CONTROLS

- Encryption in transit: HTTPS; production PostgreSQL enforces TLS 1.2 minimum.
- Encryption at rest: Azure-managed PostgreSQL and managed-disk encryption.
- Identity and access: WorkOS sign-in, workspace scope and compliance permission for sensitive exports.
- Change checks: Automated pull-request checks include secret scanning and end-to-end workflows; stronger branch/dependency controls are planned.
- Audit integrity: Authorised-contact events are ordered and hash-chained with actor, time, outcome and integrity hashes.
- Backup and recovery: Seven days of Azure PostgreSQL backups; no geo-redundant backup or published RPO/RTO today.

SENDER IDENTITY

Verification messages are sent through Australian carriers MobileMessage or ClickSend, using Vericode's ACMA-registered sender ID, VERICODE.

ASSURANCE STATUS

Vericode does not currently hold an independent information-security certification. Formal certification work is planned. Provider certifications are not Vericode certifications.

PRIVACY POSTURE

Vericode is an Australian business. The Privacy Act 1988 (Cth) and Australian Privacy Principles apply where relevant. Vericode is built for Australian businesses and does not publish a general claim of GDPR compliance. If an engagement involves people in the EEA or UK, contact legal@vericode.com.au for a scoped assessment.

SUBPROCESSOR SUMMARY

- Microsoft Azure: core application and PostgreSQL - Australia East
- MobileMessage: primary SMS delivery - Australia
- ClickSend: secondary SMS - Australia-based service; carrier delivery may vary
- Stripe: billing - global; processing may occur outside Australia
- Loops: transactional/lifecycle email - United States
- WorkOS: staff identity and sign-in events - United States
- Cloudflare: website, DNS and content delivery - global edge network

SERVICE AND SUPPORT

Status: status.vericode.com.au. Product support target: within one Australian business day, with same-day attention for S1 and S2 during AEST/AEDT business hours. This is a support target, not a broader contractual SLA.

CONTACTS

security@vericode.com.au - vulnerabilities or suspected compromise
support@vericode.com.au - product support
legal@vericode.com.au - legal and scoped GDPR assessment

KEEP THIS SUMMARY CURRENT

Review current detail at [/security](#), [/trust/faq](#) and [/data-residency](#).

Regenerate with a new version number whenever those trust-suite pages change materially.