TextExpander for teams · For IT and security

TextExpander security summary

Answers to the questions IT reviewers ask most often, with links to the full details below.

SOC 2 + SOC 3
Reports on request

AES-256 · TLS 1.2+
At rest · in transit

No AI training
Never on customer content

TX-RAMP Level 2
Certified

COMPLIANCE

Independent audits	TX-RAMP Level 2, FSQS certificate, and regular third-party audits. Reports on request.
HIPAA	BAAs for qualified Enterprise plans, at no extra charge. Customers who handle protected health information get a HIPAA Product Configuration Guide.
Privacy laws	GDPR- and CCPA-compliant, and self-certified under the Data Privacy Framework. Sub-processors are published.

DATA AND ENCRYPTION

Hosting and data location	Data is stored on servers in the United States, on SOC 2 and SOC 3 certified infrastructure.
AI and our content	Customer content, including Snippet text, is never used to train models. Third-party AI providers are barred from training on customer data. Admins can turn off AI features.
Retention and deletion	When an account ends, data stays available for export for 30 days. Erasure requests are handled promptly. The Data Deletion Policy is available on request.

ACCESS AND CONTROL

Single sign-on	Business: Google SSO. Enterprise: SSO for all providers, with guides for Okta, Microsoft Entra ID, Google Workspace, JumpCloud, and OneLogin.
Provisioning	SCIM provisioning and deprovisioning on Enterprise.
Account security	With SSO, sign-in follows your identity provider's policies, including multi-factor authentication.
Shared content	Snippet Groups have *Can expand*, *Can edit*, and *Can manage* permissions. Shared groups belong to the Organization, so content stays when someone leaves.

POLICIES AND PEOPLE

Policies and testing	Incident response, penetration testing, backup, and disaster recovery policies on request. Staff with access to customer data have background checks and security training.
Security questionnaires	Paid plans: standard CAIQ review and security documents. Enterprise: custom security review.

LEARN MORE

Trust Center · Security · Privacy Policy · Terms of Service · AI policy · HIPAA