Vendor vetting packet

Who we are.

Claracord is operated by Thuro Health LLC, a New Jersey limited liability company, doing business as Claracord. Contact: support@claracord.com.

Where records are processed and stored.

In the United States, on Amazon Web Services in the us-east-1 region. Records are stored and processed on servers in the United States.

Who can see a record.

Claracord reviewers, based in the United States, under confidentiality and HIPAA workforce terms. The identity of the person who reviewed a case is recorded in the audit log, and your firm may ask for it.

AI use.

Claude, an AI model, reads pages on Amazon Bedrock inside our own AWS account, under a BAA. Amazon keeps no copy of what it reads. Every extracted fact is linked to the page it came from; a fact without a page is not delivered.

Subprocessors.

Amazon Web Services (hosting and storage), Stripe (payments), Cloudflare (network access and TLS), Google Workspace (email). No others.

Retention and deletion.

Files are deleted after 90 days, sooner on request. A failed case is deleted 90 days after it was created. A quote expires after 14 days; an unaccepted quote and its upload are deleted then. A case is deleted sooner at the firm’s request, and every deletion is logged. The audit log survives deletion of the records.

Agreements.

A master services agreement, a data processing agreement carrying business associate terms, and an AI-use disclosure, accepted in the portal before any upload and readable at claracord.com/trust. A data protection agreement covers every client; where the client is a covered entity or its business associate, it is the business associate agreement.

Security.

Encryption in transit and at rest; per-firm isolation; sign-in by email link and one-time code; security.txt at claracord.com/.well-known/security.txt; a certificate of insurance on request.

Data protection agreement (PDF)