

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. No record is stored or processed outside 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.

No text from records is sent to an AI model. The chronology is built by rule-based software, and scanned pages are read by Tesseract in Claracord's own hosting. 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.

Records and deliverables are retained 90 days from the newest delivery; Claracord deletes a case sooner on request; 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.

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.