What happens to your data.

Short version: it is kept, it is locked, and it is there when you need it. You don't have to think about it. Here is the longer version, in plain words.

Where does it live?

On our main server in a data center in St. Louis, Missouri. A full standby copy, documents and photos included, runs on a separate machine in Europe and is refreshed about every 2 minutes. Encrypted backups are made every night and copied to a third device.

Who can see it?

Your people, with the roles you give them. Every company is walled off from every other one inside the database itself. Our support team gets in only when your owner grants access, for a set time, and every change they make is logged. We don't sell your data and we show no ads.

Is it locked?

Your records sit in an encrypted vault, and the key is never kept on the same server. Every connection is encrypted (TLS 1.2 and 1.3 only). Passwords are never stored, only a scrambled form. Owners and admins confirm each sign-in with Face ID, a fingerprint or an authenticator code.

What if your laptop dies?

Nothing is lost. Your records are on our servers, not on your computer or your phone. Sign in on another one and keep working.

What if our server dies?

A watchdog restarts it by itself; in our test it was back in under a minute. If it can't come back, we move you to the standby copy. Your address, your sign-in and your drivers' app stay the same. Nobody in your office has to do anything.

Is it up right now?

An independent monitor checks us once a minute from outside our own servers. We strive for 99.99%; the live number is at tandemfleet.com/status. We quote a measured percentage only after 30 full days of checks.

Can I get my data out?

Yes. Ask us and we send you a copy of your company's records. If you leave, ask us to delete them and we do, except what the law makes your company keep.

Something looks wrong?

Write to hello@tandemfleet.com. A person reads every email. We have a written plan for incidents, and we tell you if your data is affected.

Checked, with dates

- Nov 3, 2026: restored our newest backup into a brand-new database. All 168 tables and 215,273 rows came back identical.
- Nov 3, 2026: restarted our main server on purpose, twice. It was serving again in 57 and 52 seconds, by itself.
- Nov 3, 2026: moved the whole system between two servers, live. Every table and all 334 stored files matched afterwards. The move back took 28 seconds.
- Nov 2, 2026: 322 attempts to read other companies' records, across 59 parts of the system. None succeeded.

What we don't claim: we hold no security certificate (no SOC 2) today. We check ourselves against the 55-point list Google uses for app security reviews (CASA, built on OWASP's standard). On Nov 3, 2026: 45 items met with evidence, 3 don't apply to us, 7 still open. That is our own assessment, not a lab's.