



Security FAQ

Last Updated February 8th, 2018

Ascendix Search was created by [Ascendix Technologies](#). We are in CRM business since 1996 and committed to protecting your organization's data.

We take all measures to make sure your data is safe and private.

Additionally, we're a certified Salesforce ISV company and undergone periodic [security reviews by Salesforce](#).

In this doc, we cover the key security questions you might have.

We're Here if You Ever Need to Get in Touch

Need more? Please, feel free to contact us via support@ascendix.com or call our sales team at +1 888-346-3276 or +1 972-889-8090.



Is data stored or processed by a third party? No

Interactions with Salesforce records

Our application allows users to search for existing Salesforce records, but only those record types they already have access to.

Changing permissions sets, profiles

Our package includes two permission sets one that provides general access to product features, while the other grants access to admin features. We do not modify any existing profiles or permissions during our installation process.

Does the app respect object and field permissions?

Absolutely! We include security checks throughout the application to ensure users never access data they do not have read/write access to. As with any application listed on the Salesforce AppExchange, our product have to undergo a rigorous security review before being made available. With each release, we review our security implementation and run manual & automated tests to verify compliance.

Custom classes, triggers, objects, fields

We include a few custom objects to support the creation of saved searches, but search results themselves are never saved. Our Ad-Hoc Lists feature uses a custom object to store IDs of records in the list, but the records themselves are never stored in our custom objects.

Does data leave Salesforce?

No, unless you enable our Composer feature. For our Composer feature, data is sent to our Composer service to render reports.

Is data stored outside of Salesforce?

Generated Composer reports are stored within our Composer service, but not the underlying data used to generate the reports.

How updates are implemented?

Updates are delivered either via patches or full releases, depending on the scope of the changes included.

A patch update can be pushed to a Salesforce organization where the package is installed, this is our preferred method of pushing updates.

These types of updates allows us to incrementally add new features and fix reported issues, without requiring additional installation steps.

For larger changes or those that introduce new components we deliver updates via a full release.

Full releases require the admin of the Salesforce organization to install the update via a URL we provide.

Trusted by the world's leading organizations





About Ascendix Search

Ascendix Search simplifies complex Salesforce searches turning any user into an advanced search specialist. Perform single and multi-criteria searches without building list views, save your searches, bulk edit records, export lists to Excel, filter and refine searches by maps & charts, and more. Easy-to-use, intuitive user experience where everything is done with clicks, not code. Zero training time. Setup and start using!

[Get a Free Trial](#)

