vibetend

EXAMPLE REPORT · FICTIONAL COMPANY

SYSTEMS REVIEW

Trade portal: review and security audit

How the trade portal fits together, what could go wrong, and what to do first.

✓ Looked at and safely tested. Nothing was changed in your live data.

PREPARED FOR

Marlowick Building Supplies

DATE	PREPARED BY	REFERENCE
November 2026	VibeTend	EXAMPLE-01





IN THIS REPORT

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✔ We looked at every part and safely tested what we could, using test accounts and nothing that can't be undone. Nothing was changed in your live data.

SUMMARY

A useful portal that customers like, but a stranger could read your trade prices, and one personal Gmail login holds the keys to nearly all of it.

This is an example report about a fictional company. Marlowick Building Supplies is a two-branch builders' merchant. Tom, the owner's son, built its trade portal with an AI app builder, and 140 trade customers now order through it. We looked at every part of the system and safely tested what we could. The portal does its job well. The risks are about who can see the data and who holds the keys. Below are the main risks and the three things to do first.

● **3** red ● **5** amber ● **1** green ● **1** check

Red: a real risk now: fix first. Amber: a weakness to fix in the coming months. Green: done well: keep it. Check: not confirmed yet.

THE MAIN RISKS

F1 Anyone can read the trade accounts table

No login needed. It holds customer names, emails and agreed discounts.

F2 One personal Gmail account owns almost everything

Lose that login and Marlowick loses the portal, its data and the copying.

F3 A master key sits in the portal's public code

Anyone who found it could change or delete any record.

DO THESE FIRST

1. **Switch on the access rules for the customer tables**
2. **Replace the exposed master key**
3. **Put a company account in charge, with two-step sign-in**

The whole road ahead is in chapter 3, page 22

HOW WE CAN HELP

What we can offer

After the fixes, ways we can keep the portal healthy and take the weight off Tom. Each one stands on its own: pick any, in any order.

Live system monitoring

We check it's up and working, so you don't have to.

- Every sync, page and outside service checked daily
- A warning the same day if anything stops or slows

Data anomaly monitoring

We watch the data and warn you when something looks wrong.

- Checks on your data, chosen for your business
- A warning saying what looks wrong, and where

Real-world user testing

We use it the way your people do.

- We do the real jobs, as each of your users
- A plain list of what tripped us up, worst first

Cover when the key person is away

Someone who knows the system, on call.

- On call, with an agreed response time
- The runbook and access register kept up to date

A support address with a quick response

One address for any question.

- One address for the whole team
- A quick, useful answer from people who know your system

What each one includes is in chapter 4, page 28



01

The system

How a trade customer's order gets from the portal to the yard, who holds the keys to each part, and a normal day.

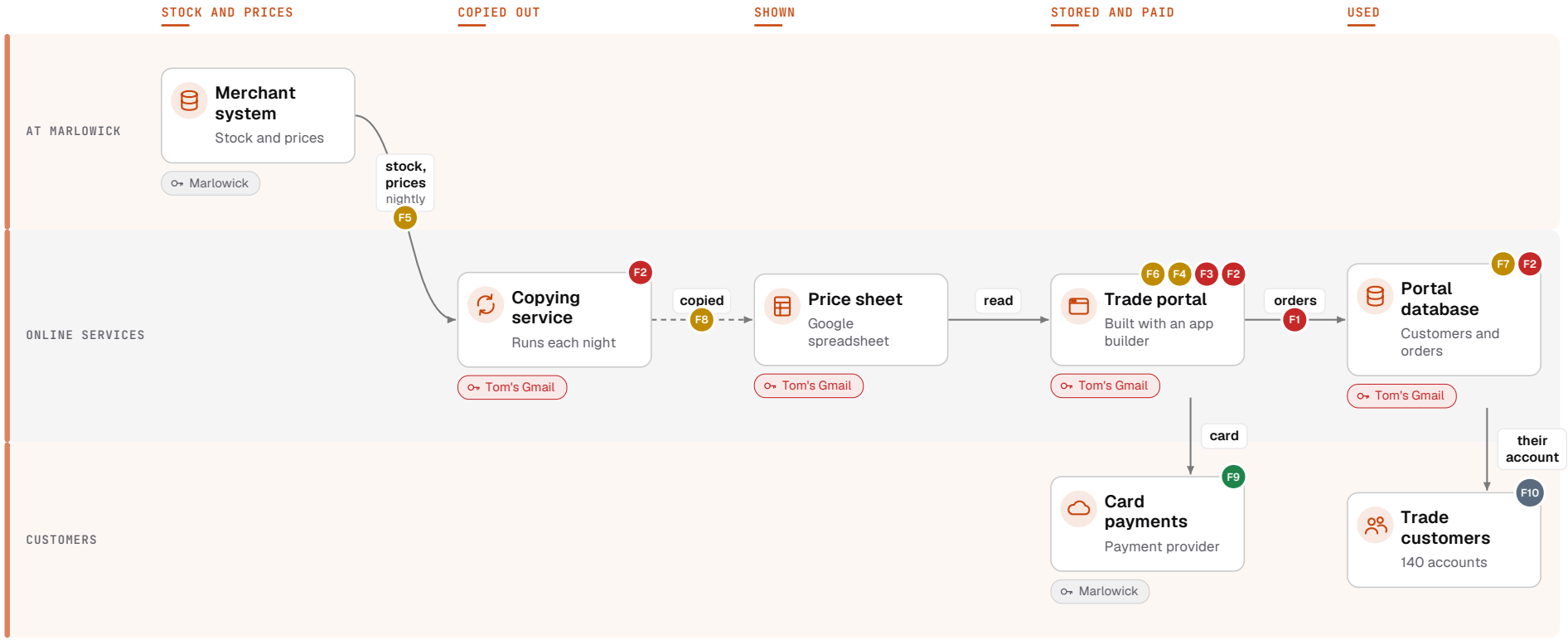
How the trade portal works 6

Who holds the keys 7

A day in the life 8

How the trade portal works

Each box is one part of the system and each arrow is information moving between them, left to right in the order it happens. The tag under a box says whose login controls it. The coloured dots are the findings in this report, placed where each one sits.

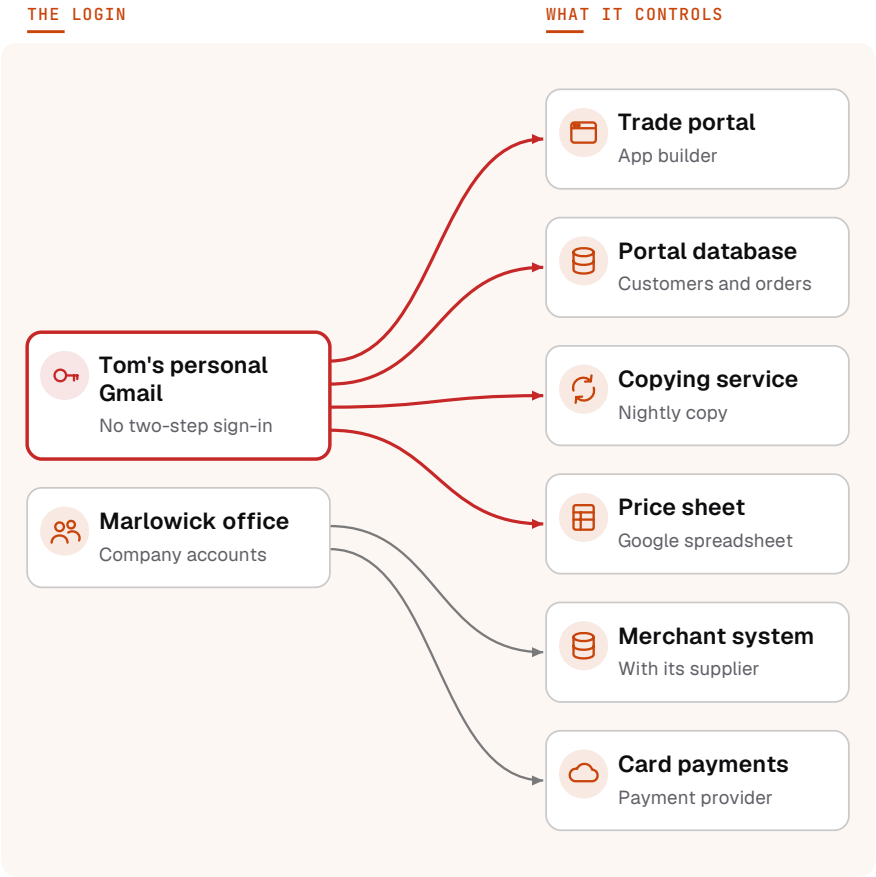


Red · Amber · Green · Check · —— information moving · - - - on request

An illustration for this example report. Marlowick Building Supplies is fictional.

Who holds the keys

Every part of the system is controlled by a login. This shows which login controls what. Red lines are where one personal Gmail account is the owner.

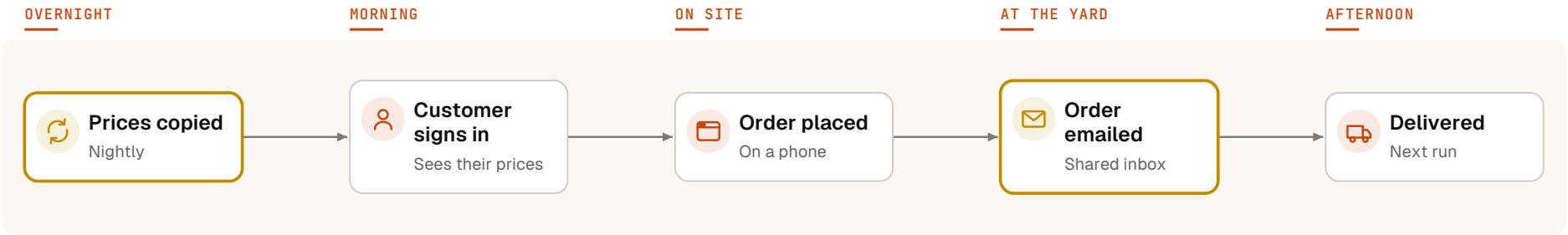


Tom's personal Gmail owns four of the five online services. If that login is lost, forgotten or taken over, or if Tom moves on, Marlowick could lose control of the portal, the database, the copying and the price sheet at the same time.

A DAY IN THE LIFE

A day in the life

One order, from the price list to the yard. The amber notes are the places where something can stop working without anyone being told.



The nightly copy fails

The price sheet keeps yesterday's stock and prices, and the portal goes on showing them as if they were current.

HOW TO NOTICE Look at the copying service's history each morning, or have it email someone when a run fails.

An order email goes astray

Orders reach the yard as emails to one shared inbox. If one is missed, nobody knows until the customer asks where the delivery is.

HOW TO NOTICE Compare the day's orders in the portal with what the yard picked.

> Nothing in the chain sends an alert. If a step stops, the first sign is a customer ringing to complain.



02

What we found

Each finding in plain terms: what we saw, what could happen, and what to do.

F1 Anyone can read the trade accounts table without logging in 11

F2 One personal Gmail account owns almost everything 12

F3 A master key sits in the portal's public code 13

F4 A former member of staff can still sign in as an admin 14

F5 The copying service logs in with an all-powerful login 15

F6 Anyone can register as a trade customer and see trade prices 16

F7 Nobody has ever tried restoring a backup 17

F8 Prices can go out of date with nobody told 18

2 more on the next page

F9 Card details never touch your system 19

F10 The privacy notice doesn't mention the portal 20

F1

THE PORTAL'S DATA

Anyone can read the trade accounts table without logging in

RED

TESTED

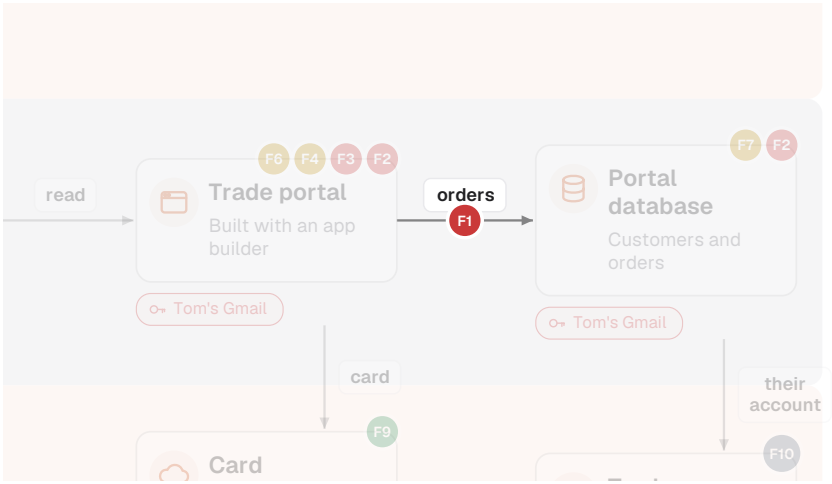
IN PLAIN TERMS

The table holding your **trade accounts** has no access rules switched on. Using only the address the portal itself gives to every visitor's browser, and without signing in, we could read customer names, email addresses, phone numbers and agreed discount levels. We read three rows to prove it, using our own test account, and stopped there.

WHAT COULD HAPPEN

A competitor or stranger could download your whole customer list and every agreed discount. Because this is personal data, it could also be a breach you'd have to assess under UK GDPR, and possibly report to the Information Commissioner's Office within 72 hours.

WHERE THIS SITS IN THE SYSTEM



WHAT TO DO

Switch on the database's access rules for this table, so each customer can only read their own record and only staff can read the rest. Check the same on every other table, then test it again without signing in.

EFFORT Half a day including testing

F2

WHO OWNS WHAT

One personal Gmail account owns almost everything

RED

SEEN

IN PLAIN TERMS

The app builder, the database, the copying service and the Google spreadsheet all belong to **Tom's personal Gmail account**. It's a free account in his own name, and two-step sign-in isn't switched on. Nobody else at Marlowick could sign in to any of them today.

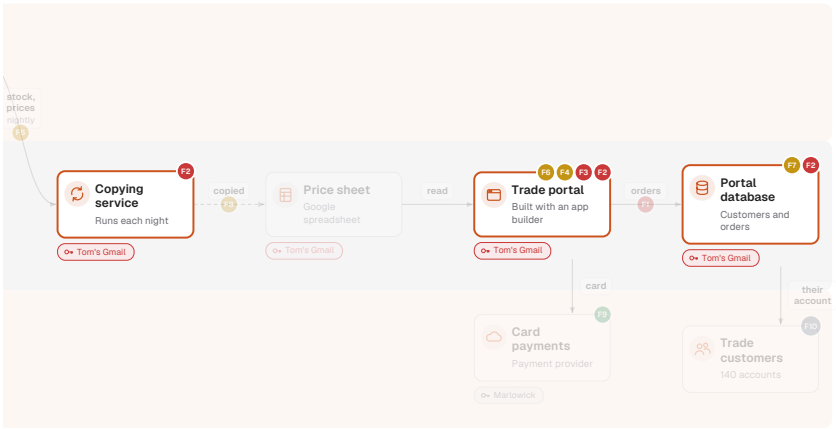
WHAT COULD HAPPEN

If Tom left, fell ill, or lost that login, nobody could repair or change the portal. If someone took over the account, they would control the whole system, and getting it back would depend on Google's consumer support.

> WHAT TO DO
>
> Create a company account such as systems@marlowick.example and make it the owner of each service. Give a second named person access, turn on two-step sign-in, and keep the logins in a company password vault.

EFFORT Half a day, mostly agreeing who holds what

WHERE THIS SITS IN THE SYSTEM



F3

SECRET CODES

A master key sits in the portal's public code

RED

TESTED

IN PLAIN TERMS

Every browser that opens the portal downloads its code. Inside it we found the database's **master key**, a secret code that ignores all access rules. We confirmed what it was without using it to read or change anything.

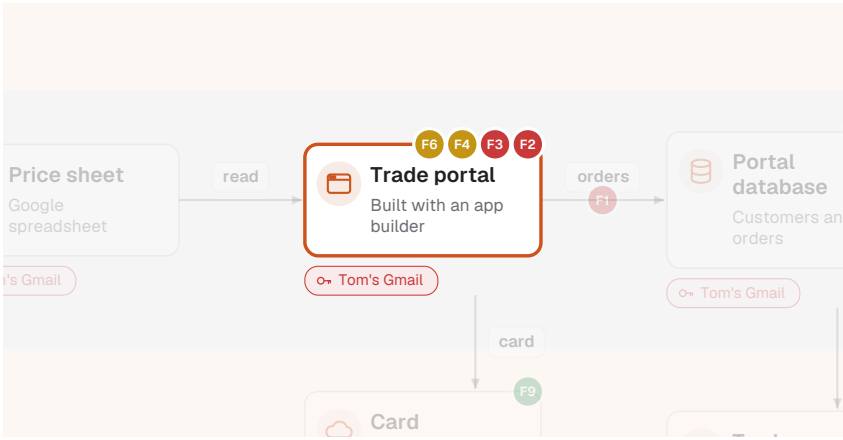
WHAT COULD HAPPEN

Anyone who looked could use it to read, change or delete every record, including orders and customer accounts, and it would look like normal use.

> WHAT TO DO
>
> Replace the key straight away, because the old one has to be treated as seen by others. Move the new one into the app builder's secure settings, so it's only ever used on the server, never in the browser.

EFFORT An hour or two

WHERE THIS SITS IN THE SYSTEM



F4

WHO CAN GET IN

A former member of staff can still sign in as an admin

AMBER

SEEN

IN PLAIN TERMS

The portal's staff list has seven admin logins. One belongs to a sales manager who left in the spring, and it was last used a fortnight after they left.

WHAT COULD HAPPEN

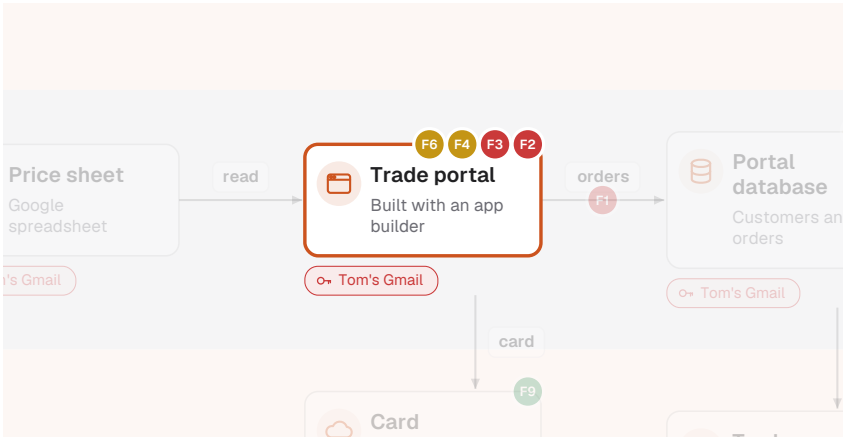
A former employee can still see every customer and change prices and orders. It's probably innocent, but you couldn't show that if you were ever asked.

WHAT TO DO

Remove the login today. Keep admin rights to the two or three people who need them, and add "remove their logins" to your leavers' checklist.

EFFORT Five minutes, then a short checklist

WHERE THIS SITS IN THE SYSTEM



F5

YOUR MERCHANT SYSTEM

The copying service logs in with an all-powerful login

AMBER

SEEN

IN PLAIN TERMS

The copying service reaches your merchant system using its **administrator login**. That login can change or delete anything, but the copying only ever needs to read stock and prices.

WHAT COULD HAPPEN

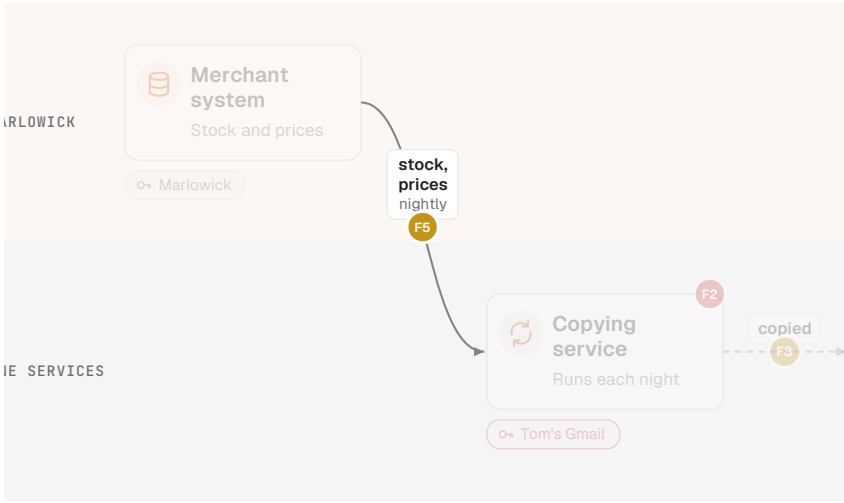
A mistake in the copying setup, or someone misusing that account, could change or wipe records in the system your whole business runs on.

WHAT TO DO

Ask your merchant system's supplier to create a login that can only read the stock and price tables, then switch the copying service to it and check the next run still works.

EFFORT About an hour of your supplier's time

WHERE THIS SITS IN THE SYSTEM



F6

SIGNING UP

Anyone can register as a trade customer and see trade prices

AMBER

TESTED

IN PLAIN TERMS

The sign-up page doesn't check that a new account belongs to a real trade customer. We registered with a test email address, without confirming it, and could see the standard trade price list straight away.

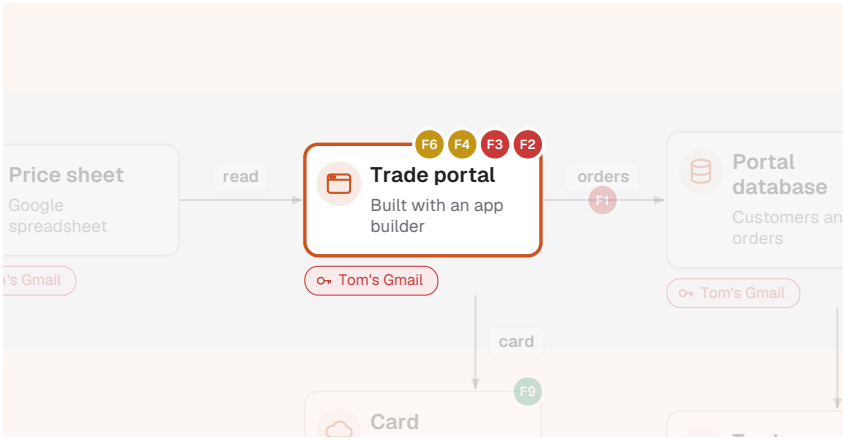
WHAT COULD HAPPEN

Competitors and members of the public can see your trade prices, and false accounts can place orders in a real customer's name.

> WHAT TO DO
>
> Make people confirm their email address, and have new accounts wait for someone at Marlowick to approve them before they can see prices or order.

EFFORT Half a day

WHERE THIS SITS IN THE SYSTEM



F7

GETTING DATA BACK

Nobody has ever tried restoring a backup

AMBER

SEEN

IN PLAIN TERMS

The database's plan keeps daily backups for seven days, but no one has ever tried restoring one, and there's no copy held outside that service.

WHAT COULD HAPPEN

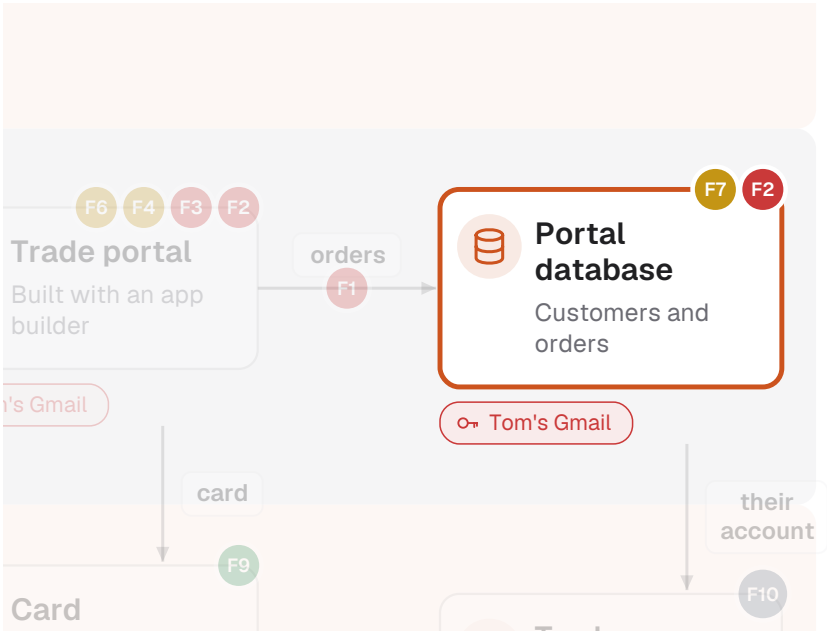
If data were deleted, you might not notice within seven days. If the account were lost, the backups would go with it.

WHAT TO DO

Try a restore once on a test copy and write down how it's done. Keep a regular copy of the database somewhere under the company's own control.

EFFORT Half a day

WHERE THIS SITS IN THE SYSTEM



F8

PRICES AND STOCK

Prices can go out of date with nobody told

AMBER

TESTED

IN PLAIN TERMS

If the nightly copy fails, the portal carries on showing the last good prices with no warning. The history shows it failed for three nights in September, and nobody noticed until a customer queried a price.

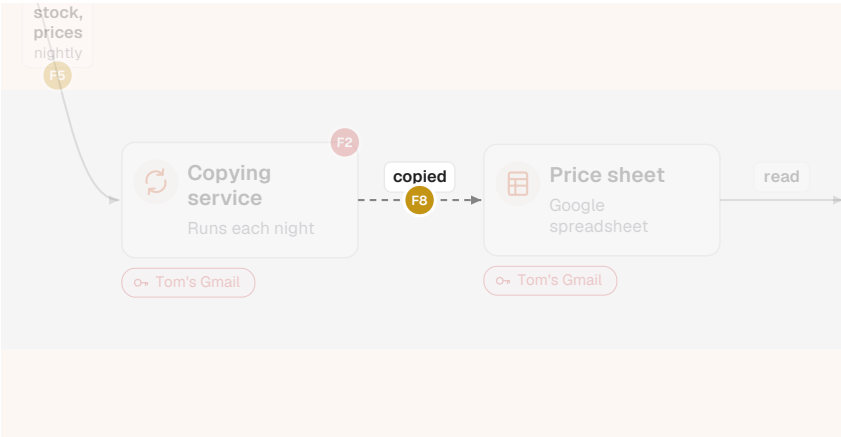
WHAT COULD HAPPEN

Customers order at old prices, or order stock you no longer have, and the first you hear of it is a complaint.

> WHAT TO DO
>
> Have the copying service email a named person whenever a run fails, and show "prices as of" with the date on the portal.

EFFORT An hour

WHERE THIS SITS IN THE SYSTEM



F9

CARD PAYMENTS

Card details never touch your system

GREEN

SEEN

IN PLAIN TERMS

Card payments are handled entirely by the payment provider, on its own page. The portal doesn't see or store card numbers, which is the right way to do it.

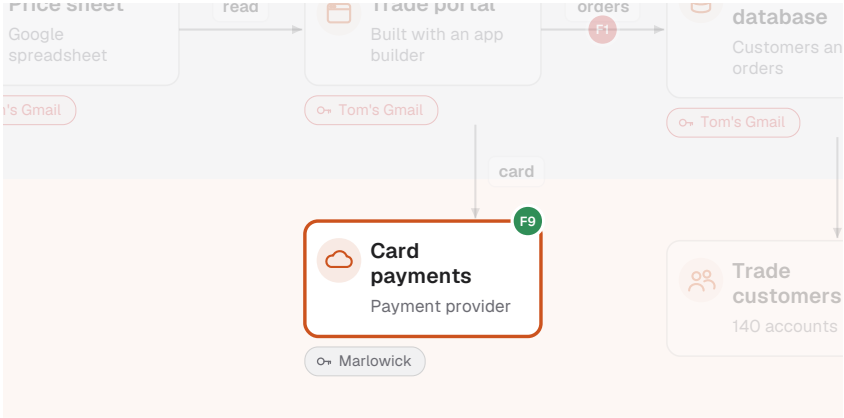
WHAT COULD HAPPEN

Nothing at the moment.

> WHAT TO DO
>
> Keep it this way. Make sure the payment account also belongs to the company rather than to one person.

EFFORT None

WHERE THIS SITS IN THE SYSTEM



F10

YOUR PRIVACY NOTICE

The privacy notice doesn't mention the portal

CHECK

SEEN

IN PLAIN TERMS

Marlowick's privacy notice was written for the website before the portal existed. It doesn't say that trade customers' details are kept in an online database, or name the services involved. We aren't lawyers, so this is one to confirm with your adviser.

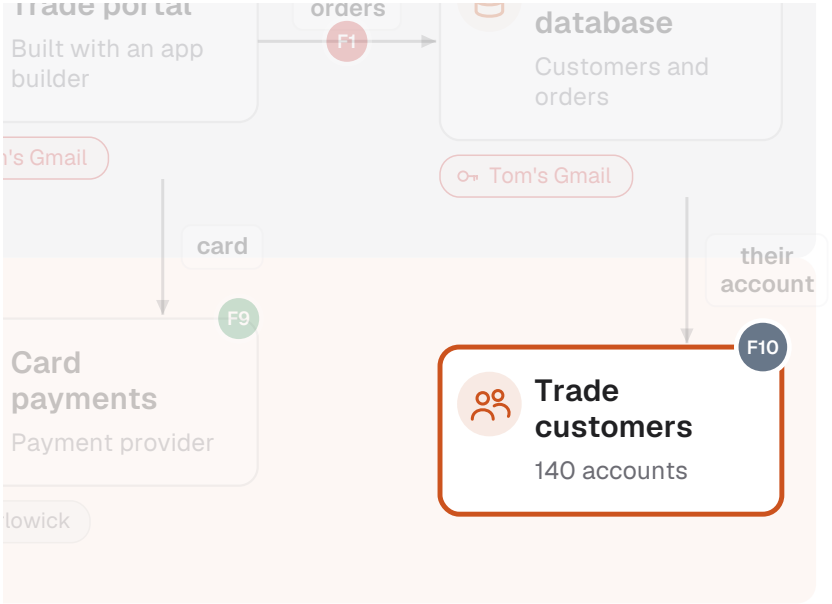
WHAT COULD HAPPEN

Customers haven't been told where their information goes, which UK GDPR expects you to do.

> WHAT TO DO
>
> Update the notice to cover the portal and the services it uses. We can give you the list from this report.

EFFORT An hour or two

WHERE THIS SITS IN THE SYSTEM





03

The road ahead

What to do next, in order. There are no dates: take each step when it suits you.

The road ahead at a glance 22

Fix now: security 23

Fix now: things that don't work 24

Worth doing: improvements 25

Keep it running: how we can help 26

WHAT TO DO NEXT

The road ahead

Four kinds of next step. There are no dates: take them in this order, whenever it suits Marlowick, and pick any or all.



Fix now: security

Close the gaps that put your data or your control of the system at risk.

- Switch on access rules for every table
- Replace the exposed master key
- Put a company account in charge of every service
- Remove the former employee's login, and tidy up admin rights

and 1 more

Fix now: things that don't work

Put right what we found broken or misbehaving when we tested it.

- Approve new trade accounts before they see prices
- An email the same morning a copy fails

Worth doing: improvements

Changes we think would make the system better for what you're trying to do.

- Test a restore, and keep your own copy of the database
- Update the privacy notice
- Bring orders into one screen for the yard

Keep it running: how we can help

Ongoing cover, so problems are caught early and someone else can step in.

- Live system monitoring
- Data anomaly monitoring
- Real-world user testing
- Cover when the key person is away

and 1 more

1 Fix now: security

Close the gaps that put your data or your control of the system at risk.

Switch on access rules for every table

So that nobody can read customer data without signing in.

F1 Half a day

Replace the exposed master key

The old one has to be treated as seen.

F3 An hour or two

Put a company account in charge of every service

So that losing one Gmail login can't lose you the system.

F2 Half a day

Remove the former employee's login, and tidy up admin rights

Fewer people who can change prices and orders.

F4 Five minutes

Give the copying service a read-only login

It only needs to read, but it holds the keys to everything.

F5 About an hour

2 Fix now: things that don't work

Put right what we found broken or misbehaving when we tested it.

Approve new trade accounts before they see prices

Anyone can register today.

F6 Half a day

An email the same morning a copy fails

Prices went stale for three nights and nobody knew.

F8 An hour

3 Worth doing: improvements

Changes we think would make the system better for what you're trying to do.

Test a restore, and keep your own copy of the database

Backups only count once you've seen one work.

F7 Half a day

Update the privacy notice

It doesn't mention the portal yet.

F10 An hour or two

Bring orders into one screen for the yard

Fewer missed emails, and a clear record of what's been picked.

To scope

4 Keep it running: how we can help

Ongoing cover, so problems are caught early and someone else can step in.

Live system monitoring

We check it's up and working, so you don't have to.

- Every sync, page and outside service checked daily
- A warning the same day if anything stops or slows

Data anomaly monitoring

We watch the data and warn you when something looks wrong.

- Checks on your data, chosen for your business
- A warning saying what looks wrong, and where

Real-world user testing

We use it the way your people do.

- We do the real jobs, as each of your users
- A plain list of what tripped us up, worst first

Cover when the key person is away

Someone who knows the system, on call.

- On call, with an agreed response time
- The runbook and access register kept up to date

A support address with a quick response

One address for any question.

- One address for the whole team
- A quick, useful answer from people who know your system

More on each in chapter 4, page 28



04

How we can help

Ways we can keep the system healthy after this review.

Live system monitoring 28

Data anomaly monitoring 29

Real-world user testing 30

Cover when the key person is away 31

A support address with a quick response 32

HOW WE CAN HELP · 1 OF 5

Live system monitoring

We check it's up and working, so you don't have to.

We check the whole system end to end, every day: the copies and imports ran on time and finished, the key pages load, signing in works, the outside services it relies on answer, and any errors show up in the logs. If something stops or slows down, the right person hears from us the same day, usually before your staff notice.

FOR MARLOWICK BUILDING SUPPLIES

The nightly copy, the portal and its sign-in, and order emails reaching the yard.

WHAT YOU GET

- Daily end-to-end checks of everything the system depends on
- A warning email to the right person when something stops or slows down
- A short monthly note: what we saw, what we fixed

Data anomaly monitoring

We watch the data and warn you when something looks wrong.

A system can be up and running and still have the wrong information in it. We set up checks on the data itself, chosen for your business: information that's out of date, figures that don't match between systems, records that are missing or incomplete, and values that look unusual. When one is found, we send a warning saying what's wrong and where.

FOR MARLOWICK BUILDING SUPPLIES

Checks chosen for how Marlowick sells, with warnings sent to Tom and the office.

WHAT YOU GET

- Data checks set up for the way your business works
- A warning email whenever a check finds something, saying what and where
- Checks added or changed as your system changes

WHAT WE'D CHECK FOR MARLOWICK BUILDING SUPPLIES

- Prices haven't changed since the last copy
- A price sits far below the customer's usual discount
- An order has no delivery address
- A new trade account has appeared with no approval
- Stock shows as negative

Real-world user testing

We use it the way your people do.

We use the system as each of your users would, each with their own job to do, and report what tripped us up: confusing screens, steps that fail, things nobody would notice on a busy day or that would catch someone out at a bad moment, and whether it works on a phone or tablet.

FOR MARLOWICK BUILDING SUPPLIES

Trade customers ordering on their phones on site, counter staff and the yard.

WHAT YOU GET

- A round of testing as each type of user, on the devices they use
- A plain list of what tripped us up, worst first, with how to fix it
- As a single round, or regularly after each change

Cover when the key person is away

Someone who knows the system, on call.

A monthly retainer so that when the person who built or runs the system is away, ill or busy, someone who already knows it can step in, using the runbook and access register in this report.

FOR MARLOWICK BUILDING SUPPLIES

When Tom is away or busy, someone who already knows the portal can step in.

WHAT YOU GET

- On call for problems, with an agreed response time
- Runbook and access register kept up to date
- Small fixes made carefully, and written down

A support address with a quick response

One address for any question.

Email one address with a question or a problem and get a quick, useful answer, from people who already know your system.

`hello@vibetend.com`

FOR MARLOWICK BUILDING SUPPLIES

Anyone at Marlowick can email with a question about the portal.

WHAT YOU GET

- One address for the whole team
- A quick first reply, then a fix or a clear next step
- Every request logged, so nothing gets lost

> Pick any of these, in any order, or none. We'll agree the detail and a price with you first.



05

Reference

The details to keep: who holds the keys, what to do when something breaks, and the words we used.

Access register: who holds the keys 34

Runbook: when something breaks 35

Glossary: the words we used 36

Changes made during the review 37

WHO HOLDS THE KEYS

Access register

Every login the trade portal depends on, and who controls it. Passwords are never written in this report; they belong in a company password vault.

SYSTEM	WHO CONTROLS IT	COMPANY ACCOUNT	TWO-STEP SIGN-IN	A SECOND PERSON CAN GET IN	BILLING
App builder (the portal)	Tom's personal Gmail	No: personal	No	No	Tom's own card
Online database	Tom's personal Gmail	No: personal	No	No	Tom's own card
Copying service	Tom's personal Gmail	No: personal	No	No	Free plan
Google price sheet	Tom's personal Gmail	No: personal	No	Yes	Free
Merchant system	Marlowick, with its supplier	Yes	n/a	Yes	Marlowick
Payment provider	accounts@ (shared by two people)	Yes	Yes	Yes	Marlowick
Portal's web address	To confirm	Not known	Not known	Not known	To confirm

WHEN SOMETHING BREAKS

Runbook

IF

Prices or stock look out of date

DO THIS

1. Open the copying service's history and look at last night's run.
2. If it failed, read the reason and run it again.
3. If it fails twice, ring the merchant system's supplier.

WHO Tom, then the supplier

IF

A member of staff leaves

DO THIS

1. Remove their login from the portal the same day.
2. Remove them from the shared inbox and the price sheet.
3. Change any password they knew.

WHO The office manager

IF

You think someone has seen data they shouldn't

DO THIS

1. Write down what happened and when.
2. Replace any secret codes involved.
3. Ask straight away whether it needs reporting: the deadline to tell the regulator is 72 hours.

WHO The owner

WORDS IN THIS REPORT

Glossary

The few technical words we couldn't avoid, in plain English.

App builder

An online tool that writes and hosts a working app from plain-English instructions.

Access rules

Settings on a database table that decide who may read or change each row. With none switched on, the table can be open to anyone.

Copying service

An online service that moves information from one system to another on a schedule.

Password vault

A secure shared place for a company's logins, so that they don't live in one person's head.

Online database

Where the portal keeps customers, orders and staff logins, on a service on the internet.

Master key

A long secret code that gets past all the access rules. It should only ever be used on a server.

Two-step sign-in

A login that needs a code from your phone as well as the password.

APPENDIX

Changes made during the review

Everything we changed on Marlowick Building Supplies's systems while reviewing them, so nothing is a surprise.

WHEN	WHAT	WHY	BY
Day 1	Created a test trade account on the portal	To test sign-up; agreed with Tom	VibeTend
Day 4	Removed the test trade account	Testing finished	VibeTend