Clearlane

Supplier assessment

Information provided by the supplier on 8 October 2026, for your supplier qualification file. Check what matters for your intended use.

Supplier

Legal form	Clearlane, a sole proprietorship (EI) registered in France
Registration	Legal name, SIRET and VAT number: legal notice, clearlaneapps.com/legal/
Contact	hello@clearlaneapps.com · help center clearlane.atlassian.net
Support	Every message read and answered as quickly as possible, in English, French or German

Products and hosting

Products	Apps for Jira and Confluence Cloud, sold on the Atlassian Marketplace
Hosting	Atlassian Forge, on Atlassian's infrastructure (Runs on Atlassian). The supplier operates no servers.
Data location	Your Atlassian site. Stored app data follows your site's data residency (Forge hosted storage).
Data leaving Atlassian	None: the apps make no network call outside Atlassian.
Subprocessors for your content	None. Atlassian hosts the apps, bills Marketplace purchases and runs the help center.
Service status	The apps run on Atlassian Forge; their availability follows Atlassian's: developer.status.atlassian.com (Forge) and status.atlassian.com

Information security

Certifications	None held by the supplier. Data kept only inside Forge is covered by the controls Atlassian applies to its platform (AES-256 at rest, TLS 1.2+ in transit).
Access control	Atlassian sign-in (your SSO and two-step verification apply). Apps act with each person's permissions; documented exceptions are listed in the security policy.
Supplier access to your content	None: it never reaches the supplier.
Electronic signatures	Signing passwords kept only as a salted scrypt hash; signing locks after repeated failures; SHA-256 fingerprint of signed content.
Logs	Technical counters only, never customer content.
Vulnerabilities	Dependency audit before every release; SBOM (CycloneDX) for each release; reports acknowledged promptly and fixed within the deadlines of Atlassian's Security Bug Fix Policy for Marketplace apps.
Incidents	Reported to Atlassian; affected customers told without undue delay after becoming aware of it.

Quality of releases

Before each release	Automated tests of every workflow at the real Forge limits, simultaneous users and large volumes; runs on a real Atlassian site; access test with an account without rights; security review of the code; dependency audit.
Release information	Release notes on the Atlassian Marketplace. Updates are installed automatically by Atlassian; those that need new permissions wait for your administrator's approval.

Validation materials

Available	OQ test scripts (Controlled Documents, Read & Understood, CAPA, Tests, CRA); mappings to 21 CFR Part 11, ISO 13485, IEC 62304 and the Cyber Resilience Act: clearlaneapps.com/validation/
Statement	The apps are designed to help you meet these requirements. They are not certified; compliance comes from your validated system and procedures.

Contract

Purchase	Atlassian Marketplace or your Atlassian Solution Partner; Atlassian handles quotes, invoices, payment and refunds.
Documents	Licence terms, privacy policy and security policy on clearlaneapps.com · French law
Uninstall	Atlassian deletes the app's stored data under its retention rules; export evidence files (PDF, CSV) first.

Customer review

Reviewed by	
Date	
Decision	

clearlaneapps.com/trust/