

Your secrets never leave your network.

The Observer agent runs next to your data, resolves credentials from environment variables on your host, and only dials out. Per metric it sends one reading and one status, plus a heartbeat about the agent itself. Raw rows, log lines and full series stay where they are.

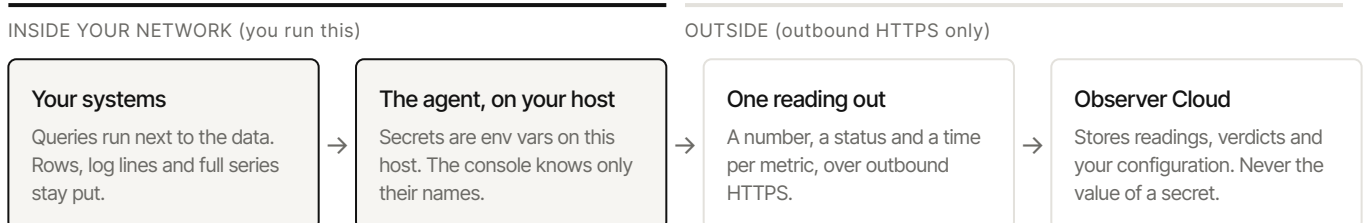


Figure 1. The reading path. Heartbeats use the same outbound connection; the cloud never connects in.

BOUNDARY

What crosses, and what never does.

Leaves your network	One reading and one status per metric outbound On each status flip and each push interval: the number your query returned, the status the agent computed against your thresholds, a timestamp, and a reason code when there was no data. <pre>{ metric_id, value, status, timestamp, reason? }</pre>
Leaves your network	A heartbeat outbound Agent version and build, uptime, the host name, queue depth and age, the source types in use, and the names of any custom probes you registered (not their descriptions). Every 30 seconds. No readings, queries or secrets.
Held by Observer	Your configuration console The metric definitions, queries, thresholds and probe targets you create in the console, which the agent fetches. Where a probe needs a secret, the console stores only the name of an environment variable. <pre>connection_string_ref: PG_DSN</pre>
Stays on your host	Secrets never sent Database connection strings, client certificates and keys, Loki and Elasticsearch tokens and passwords, and secret HTTP, WebSocket and gRPC headers are configured as environment variable names and read on the host. Prometheus credentials are agent settings. CloudWatch uses the host's own AWS credentials.

Stays on your host

Raw results

never sent

Rows, log lines and full series. A database query must return one row and one column, and a Loki query must be an aggregation, so the agent extracts a single number before anything leaves.

CONNECTIONS

Every request the agent makes.

The agent needs outbound HTTPS on port 443 to one host, Observer Cloud. Nothing in your network has to accept a connection from us. These are all the calls it makes, and when.

Always

Fetch configuration

GET

Reads the metric definitions assigned to this agent: queries, thresholds, targets and env var names.

```
/api/agent/metrics-definitions
```

Always

Send readings

POST

Batches of readings and verdicts. If Observer is unreachable they wait in a local queue on your disk (10,000 rows by default, oldest dropped beyond that) and drain in order.

```
/api/agent/receiver/batch
```

Always

Heartbeat

POST

Agent health, as listed above. The response tells the agent when its configuration changed.

```
/api/agent/heartbeat
```

Only if you turn it on

Log forwarding

opt-in

Off by default. With BROADCAST_LOGS=true, log lines at or above the level you choose are sent. PromQL in agent logs is reduced to a hash either way.

```
/api/agent/log
```

Only with CloudWatch

Metric catalogue

on request

When you browse CloudWatch metrics in the console, the agent lists them with your host's AWS credentials and returns metric names and dimensions. No values.

```
/api/agent/work/cloudwatch-list-metrics
```

Only if you turn it on

Heartbeat relay

opt-in

For jobs without internet access. Off by default. When on, it forwards only what a job sends it: the ping, its exit code and up to 10 KB of body.

```
/api/agent/heartbeat-relay
```

What runs inside your network.

Transport	TLS verified, no redirects HTTPS Certificate verification is on unless you explicitly turn it off. The agent never follows a redirect, so its key is never re-sent to another host.
Queries	Read-only database probes SELECT only The agent checks that a database query is read-only before it runs it. A read-only database role is still the right setup.
Verdicts	Computed on the agent strict The agent compares each reading with your thresholds. Over means greater than, under means less than: a value equal to the threshold does not match.
Listeners	Loopback by default 127.0.0.1 The debug dashboard and the OpenTelemetry receiver listen on loopback only, and refuse any other address until you set a bearer token. The heartbeat relay is off unless you enable it.
Identity	Agent keys SHA-256 32 random bytes, shown once, stored by Observer only as a hash. Rotate with a 24-hour grace period or revoke at once.
Source	Open source Apache 2.0 Every line that runs in your network is public. Read it, audit it, or build the agent yourself.

Check it without trusting us.

Source	Read the source The agent repository is public. The request paths above are the only calls to Observer Cloud in it.
Network	Watch the egress Allow 443/tcp to the Observer Cloud host and nothing else. The agent works, because it needs nothing else.
Console	Look at what the console holds Open any probe in the console or export your configuration: where a secret is needed you will find an env var name, never a value.
Agent	Inspect the agent The local debug dashboard shows the agent's state, recent logs and its settings, with every value masked.

Observer Cloud

In Observer Cloud, customer data at rest is held in the European Economic Area and the United Kingdom, every connection uses TLS, and backups are encrypted. Observer holds no third-party certifications. The security policy and the subprocessor list have the details.

Agent source	
Security policy	
Subprocessors	