EntityKeeper™

SECURITY QUESTIONNAIRE

What does EntityKeeper do to keep my data safe?

EntityKeeper is dedicated to protecting any Personal Information you may share with us. We employ a combination of industry-standard security technologies, organizational measures, and procedures designed to protect your Personal Information from unauthorized access or disclosure. EntityKeeper uses secure server technology in an effort to keep your data safe and binds our employees to observe your personal privacy and confidentiality rights.

How do I know that my data can't be accessed by other customers?

We utilize current technologies to keep your data segmented from other clients to prevent any commingling of data. Our security architecture, polices, and procedures follow IT best practices. The data is encrypted with the same technologies that are implemented by financial institutions.

What do you do to prevent the data from being hacked and stolen?

We have implemented several layers of security to prevent any intrusion of your data. We also carefully monitor our systems for any suspicious activities. One of the most import layers is your password, which is why we recommend you choosing strong passwords and that you change it frequently. We also have implemented an automatic "log out" after 30 minutes of inactivity to protect your sensitive information.

Are there any security certifications from third parties that I should know about?

The IT infrastructure that AWS provides to its customers is designed and managed in alignment with best security practices and a variety of IT security standards. The following is a partial list of assurance programs with which AWS complies:

- SOC 1/ISAE 3402, SOC 2, SOC 3
- FISMA, DIACAP, and FedRAMP
- PCI DSS Level 1
- ISO 9001, ISO 27001, ISO 27017, ISO 27018

What happens to my data if I cancel my account?

Should you want to cancel your account, you can request a copy of your data, which will be provided in a secure format. Per your request, your data will be purged and destroyed.

Can I export my data in a usable format?

Yes, a portion of your data can be exported via excel. You also have the opportunity to request a full data download.

How do you handle backups?

We perform backups of all client data on a regular basis. We follow a practice to ensure that we have several backups at any time of your data. In the event of a major system failure, we can restore your data within a short time frame.

Do employees have access to my data?

As stated in our privacy policy we may have access to your data in the normal course of business to provide you our services. We have an extremely strict privacy policy and ensure strict limitations on who can access your data.

Where are you storing my data?

All customer data is stored in the US on AWS servers.

What service providers do you use?

EK has partnered with AWS (Amazon Web Services) to provide the most secure and resilient platforms available. EntityKeeper uses AWS to help secure all data and the AWS infrastructure puts strong safeguards in place to help protect your privacy. All data is stored in highly secure AWS data centers.

Please click the link for more information about the EntityKeeper privacy policy.

If you have any other questions, contact us at:

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