

Security Policy

Updated at
September 2023

Overview

This security policy describes the measures taken to ensure the security of your account information and data.

Access

User account access

Your user account password is one-way salted and hashed. In the event that someone were to steal the Wealthbit password database, they would not be able to know your password. We also require a minimum password length of 8 characters, at least one uppercase character, at least one lowercase character, and at least one special character, and at least one number.

Wealthbit also requires two-factor authentication via a mobile number to access the profiles linked to an account. So even if someone was able to get your password or access your email, they would need access to your mobile number too in order to gain access to your account.

Data access

The Wealthbit team does not access or interact with client data as part of normal operations. In some cases where a client or financial advisor has requested support, the Wealthbit team may access client or financial advisor information in order to investigate and fix any issues or errors.

In the case of a system error we do log the error with relevant information that caused the error in order to address the issue pro-actively. This may include some of your data.

All data is access-controlled and we do analyze anonymous, aggregate data for internal business purposes.

Data encryption

Data in Wealthbit is encrypted at rest. Which means if someone stole the hard drives from the secure data centers they wouldn't be able to read any of the data stored.

Data at Wealthbit is exclusively transmitted over encrypted communication channels, for example HTTPS instead of HTTP, for all protocols in use.

Data Retention

We retain account information and data for a period after your account expires, unless you delete your account as outlined in our Privacy Policy.

Infrastructure

Our entire infrastructure is built on the platform as a service (PaaS), Heroku, which in turn is built on the technology of Amazon Web Services (AWS). Amazon continually manages risk and undergoes recurring assessments to comply with industry standards. Amazon's physical infrastructure and as a result Heroku's, are accredited under:

- ISO 27001
- SOC 1 and SOC 2/SSAE 16/ISAE 3402 (Previously SAS 70 Type II)
- PCI Level 1
- FISMA Moderate
- Sarbanes-Oxley (SOX)
- PCI

You can read Heroku's security policy here:

<https://www.heroku.com/policy/security>

Traffic

All data sent between your computer and Wealthbit is encrypted. Wealthbit forces your browser to use an encrypted connection and won't let your computer connect to our servers unless that connection is secure.

Specifically around traffic encryption, we use 128-bit encryption (AES_128_GCM). This provides an extremely high level of encryption, considered industry standard.

Social Engineering Security

No Wealthbit team-member will ever initiate communication with you and ask for your username or password. If someone asks you for either of those, it's not us. Only provide your username and password when logging into Wealthbit.

Wealthbit will always use <https://planner.wealthbit.co> as the domain name. Always look for this when logging into Wealthbit, or following any link clicked from a bookmark or email.