

Wealthbit End-User Security Policy

Measures taken to ensure the security
of your account information and data

WEALTHBIT (PTY) LTD, 2018/039836/07

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 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.

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.

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

Wealthbit's application infrastructure is built on Fly. Fly continually manages risk and undergo recurring assessments to comply with industry standards. Fly's services are accredited as follows:

- SOC2 Type II
- HIPAA

Fly's security policy is available here: <https://fly.io/docs/about/security/#soc2-and-hipaa>

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.

Metadata

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Changelog

Version 1.1: December 2023

- Formatted the document and updated infrastructure providers to include fly.io

Version 1.2: January 2025

- Updated address and infrastructure provider