

# Security Statement

Last Updated: October 2020

Redtail Technology, Inc. (together with our affiliates and subsidiaries, “Redtail”, “we”, “us”, “our” and terms of similar meaning) takes seriously the security of the information it collects. We have therefore implemented technology and security policies and procedures intended to reduce the risk of accidental destruction or loss, or the unauthorized disclosure or access to such information appropriate to the nature of the data concerned.



We restrict access to confidential and sensitive data to protect it from being lost or compromised in order to avoid adversely impacting our customers, incurring penalties for non-compliance and suffering damage to our reputation. However, it is not anticipated that this policy can eliminate all malicious data theft. Rather, its primary objective is to increase user awareness and avoid accidental loss scenarios, so it outlines the requirements for data breach prevention. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot warrant the security of any information you transmit to us.

This data security policy applies to customer data, personal data, or other company data defined as sensitive. Information that is classified as public is not subject to this policy, and other data may be excluded from this policy based on specific circumstances.

## Application Architecture

Application security begins with every line of code we write. Since our inception, and with each subsequent build, every precaution has been taken to write a secure and compliant solution. We also enforce data integrity for compliance purposes, preventing accidental or purposeful deletions from occurring by implementing archival-based scripting that appears to remove your data upon deletion but instead only “hides” it from view within your database.

## Data Centers

Redtail owns and maintains its own equipment, co-located at our three data center facilities, two in Sacramento, CA and the other in Phoenix, AZ, and we utilize Amazon Web Services which includes services and infrastructure located within their secure compliant data centers. Our compliance responsibilities can be viewed in the AWS [Shared Responsibility Model](#).

## Backups of Your Data

All of our data, which means your data as well, is backed up nightly in three geographically distinct locations simultaneously. We can also perform full backup recovery in the event of a system-wide emergency. Our platform is also fully redundant and we utilize mirrored drives for all data storage. So if a piece of hardware were to fail on our side your data will not be lost and

the platform will not go down. We stand behind our promise of 99% uptime. You can get a [current platform system status here](#).

## **Firewall and Intrusion Detection**

We utilize the latest in Internet Firewall and Intrusion detection systems from Cisco, and our security systems are independently monitored by third-parties to further ensure the security of your data.

## **SSL Security**

For security of transactions, we use the Secure Sockets Layer (SSL) protocol, which encrypts any information, such as credit card number and billing information that you send to us electronically. The encryption process protects your information, by scrambling it before it is sent to us from your computer. Once Redtail receives your transmission, we make commercially reasonable efforts to ensure its security on our system. Redtail uses 256-bit encryption from GoDaddy, one of the largest and most reputable providers of SSL security in the world. Also, our encryption keys are replaced annually (rather than just renewed) to provide even more security.

## **Questions and Comments**

If you have any questions regarding these Terms or your use of the Site, [please contact us here](#):

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