

# Silver Online



## How is my data protected with Silver Online?

Keeping your information private and secure is our top priority. Silver Online features bank-level 256-bit encryption and physical security to keep data safe. This document provides an overview of how your data is protected.



### User Accounts

- Account lock after repeated failed login attempts
- Session timeout to protect data if left unattended
- Two-factor authentication and password expiration options
- Customizable user account roles and permission

### Website encryption

- Traffic going to and from Silver Online is encrypted using TLS

### Physical Data Security and Access

Client data, as well as your information, is hosted and stored in a secure data center

- The servers that run Silver Online and the database storing data are held in a Class II data center
- Money Tree owns the servers that host Silver Online, we do not use shared web hosting services
- Physical security of the data center includes:
  - Authorized access only
  - Identity required to enter the parking area
  - Identity and fingerprint required to enter the building
  - All hardware is located in a locked area
  - Hardware access is restricted to data center network engineers and Money Tree Software senior engineers
  - Server login restricted to Money Tree Software senior engineers only
- Database access is restricted to Money Tree Software senior engineers only
- Redundant database servers, web servers, and firewalls
- Hourly encrypted backups
- User accounts and passwords are encrypted