

TOTAL Online

EASY MONEY

GOLDEN YEARS



How is my data protected with TOTAL Online?

Keeping your information private and secure is our top priority. TOTAL 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
- Customizable user account roles and permission

Website encryption

- Traffic going to and from TOTAL 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 TOTAL Online and the database storing data are held in a Class II data center
- Money Tree owns the servers that host TOTAL 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