

## Privacy & Security

Protecting users' data is the top priority for ePACT, as the trusted emergency network of schools, sports leagues, community centers, municipal emergency service providers and employers. Regular internal and external audits are conducted to ensure ePACT meets - and often exceeds - the same security standards as online banks, and is compliant with all government privacy regulations.

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### 1. How are ePACT family accounts kept secure?

ePACT uses the highest level of encryption that can be handled by today's web browsers, so all data passed between our servers and users' computers is protected from unauthorized access (our industry standard SSL data encryption is a 2048 bit certificate supporting encrypted sessions up to 256 bit).

To protect against attempted 'hacks', added security measures are in place at both the system and server levels. This includes locking accounts if anyone attempts to login to your account with the wrong password more than 5 times, continually monitoring the system and service for unauthorized access attempts, and immediately identifying and shutting down accounts if an attack is detected.

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### 2. Who can access accounts?

**Account holders 100% own their account and personal data.** When you create an ePACT account, you control who you securely connect and share your information with, such as your sports team, employer, school, nanny, friends or relatives. ePACT will never sell a user's information, access or use account holder data for promotional purposes, or share it without the user's permission.

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### 3. Where is your data hosted?

ePACT data is stored and backed up in Canada in secure facilities in Vancouver and Toronto. Our primary environment, in Vancouver, is hosted in Cologix's Tier III data center, which offers us high levels of physical security, and triple redundancy on network connections to the Internet, ensuring high levels of up-time. Our secondary environment in Toronto is hosted at Peer 1 Hosting's world-class data center. We redundantly store data in both facilities to allow a failsafe switch over in the event of a power outage, or localized disaster. So if there were a large scale crisis like an earthquake on the west coast, ePACT will automatically redirect to Toronto servers to ensure ongoing uptime and accessibility.

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## 4. Are you compliant with government privacy standards?

ePACT meets - and often exceeds - privacy standards under government legislation (e.g. Privacy Act; FOIPPA: Freedom of Information and Protection of Privacy Act; PIPA: Personal Information Protection Act). We continually conduct internal audits and adjustments to address any new requirement (e.g. compliance with recent Canadian Anti-Spam regulations), while also offering client access to third-party security and privacy assessment reports to further validate our standards, policies and practices.

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## 5. For organizations using ePACT, who has access?

Organizations set up authorized administrators who use ePACT to communicate with members and their emergency contacts, and access critical information like allergies, medications or past injuries in the event of an illness or injury.

The people authorized to use ePACT are generally the same individuals families submitted paper forms to in past - whether that be the teacher at school, the nurse at camp, or emergency response manager at work. However, ePACT provides significantly better security and privacy over paper.

With ePACT, administrators no longer have to manage file folders of paper or rely on binders of forms in a crisis. Administrators can securely access critical data on their cell phone or tablet so this information is always with them in the event of an emergency - even with no web or cell service.

Administrators must be invited by an organization to gain access to member's records, and access can be limited to only those individuals or groups they are personally responsible for (e.g. soccer coach only viewing her team; risk manager only viewing his department).

If organizations wish to revoke access for any of their administrators, such as an individual changing jobs or being dismissed, they simply remove their credentials and they will no longer be able to login. ePACT will automatically wipe any records from their devices. ePACT also tracks sign in and use by all authorized administrators for auditing purposes.