



Security Overview

SureImpact is built to meet the security, compliance, and privacy requirements of social-good organizations. We are committed to delivering world-class security and privacy to ensure the safety of your data, whether your staff is working in the office or remotely.

SureImpact's primary security focus is to safeguard our customers' data. We have invested in the appropriate resources and controls to protect and service our customers. The following sections describe a subset of our most frequently asked about security controls.

SUREIMPACT PRODUCT INFRASTRUCTURE

SureImpact does not host any product systems within its corporate offices.

SureImpact outsources hosting of its product infrastructure to leading cloud infrastructure provider, Microsoft Azure. Azure is a secure Software-as-a-Service (SaaS) platform that meets multiple U.S. and international standards for data storage, access, and transmission.

ENCRYPTION

Data stored in SureImpact is encrypted and decrypted transparently using 256-bit AES encryption, one of the strongest block ciphers available, and is FIPS 140-2 compliant.

ROLE-BASED SECURITY

SureImpact uses a role-based security model to control access to your organization's data. Role-based security protects sensitive data and ensures employees can only access information and perform actions they need to do their jobs.

AUTHENTICATION

SureImpact supports multi-factor authentication, adding an extra layer of security on top of your username and password when logging into SureImpact.

DISASTER RECOVERY

SureImpact takes comprehensive measures to ensure that data is kept safe, confidential, and is recoverable in the case of a disaster. Azure Storage always stores multiple copies of your data so that it's protected from planned and unplanned events, including transient hardware failures, network or power outages, and massive natural disasters.

PRIVACY

The privacy of our customers' data is one of SureImpact's primary considerations. We never sell your personal data to any third parties. The protections described in this document and other protections that we have implemented are designed to ensure that your data stays private and unaltered. The SureImpact products are designed and built with customer needs and privacy considerations in the forefront. Our privacy program incorporates best practices, customers' and their contacts' needs, as well as regulatory requirements.

PERSONALLY IDENTIFIABLE INFORMATION

The SureImpact Platform is HIPAA compliant, ensuring the security of protected health information. Within the SureImpact Platform, all personally identifiable information is protected using the same security standards required to protect health information. Personally-identifiable information is never transferred or shared into a sponsored programs environment. Social-good providers rely on SureImpact's secure and HIPAA-compliant platform to coordinate person-centered services. SureImpact makes it possible for social-good providers to improve the health of their clients and community while maintaining privacy and trust.