

Privacy and Security

Data privacy and security is an understandable concern most organizations have when it comes to storing their information in a database. With this in mind, we have taken many steps to ensure that your data is as secure as possible. Among those, and one of the most effective ways to accomplish this security, is by encrypting your data before it gets submitted and stored on the server. We use industry standard encryption, just like your bank, to protect the information sent between our servers and your devices. In addition to that, any individual with access to customer data has to pass a background check. Although it is not necessary to give everyone access to customer data, even those who do have access have completed a thorough background check.

Lastly, as stated in our Privacy Policy, we do not sell or giveaway customer data. Although we own the data storage, databases and all rights to the Elexio Community application, you retain all rights to your data and we will never share that information with third-parties.

PCI DSS Compliance & Security

As required by the [PCI Security Council](#) and all processing banks, Elexio Giving is a Level 1 Certified PCI Compliant Service Provider. This means Elexio Giving conforms to the highest set of security standards in the payment card industry. Your account managers, end users, and Elexio Giving employees will never have access to the type of sensitive information that might lead to an unauthorized transaction.

SSL Transaction Security

Elexio Giving uses 256 Bit SSL technology for data transactions. All personal, credit card, & bank information is submitted using 256 bit encryption. There is no stronger form of protection than this encryption and by doing this, we eliminate the possibility that someone might "tap" the line and extract your personal data from it. 256-bit SSL encryption has never been broken and according to RSL Labs, it would take a "trillion-trillion years" to crack the code using today's technology.

The Datacenter

Our datacenter upholds security measures to rigorous standards. Proximity card entry, camera-recorded server room access, and a perimeter security system all protect the datacenter facilities. These security components ensure only employed certified Server Engineers have direct access to the datacenter and individual servers. This restricted access ensures maximum security when maintaining, upgrading, and troubleshooting servers in the racks.

Elexio Online Giving Stability & Security

As your online giving provider, we're committed to maintaining market-leading stability and security for your software and information.

Stability: Our servers reside within Microsoft Azure’s state-of-the-art datacenters. Their global network allows our systems to stay online even in the event of a prolonged regional disaster. All critical data is backed up daily and replicated to a secondary, stand-by recovery site. Finally, systems associated with our hosted products are part of fully redundant pools of devices. This means that the loss of a single server or network device would not impact functionality.

Security: Sensitive login and payment information is salted and one-way encrypted, meaning that while it’s useable by our systems, even we can’t see your password or bank account information. Any sensitive information that we do need to decrypt to process payments lives within our financial data center that we like to call “The Fort” - and for good reason. In short, the Fort meets and exceeds Payment Industry, Government, and PCI level 3 standards. In addition, we partner with the industry leading audit review and penetration testing expert firm, Sword and Shield, who tests our environment regularly (internally and from abroad).

As an organization comprised of individuals who serve the church both personally and professionally, we understand the importance of reliable and secure giving services in today’s world, and invest heavily in that regard. It’s our commitment to you to keep your data “always on,” safe, and secure.