Caren mHealth Security

IMPORTANT

Our private family information is with yours so we take security seriously.

HOW WE PROTECT YOUR DATA

Just like you, we take the security and durability of your data very seriously. We use many of the same techniques that are standard at banks and major corporations to protect our systems.

All communication between your web browser and our system is encrypted, so when you're on an insecure network at an airport or coffee shop, nobody listening in can snoop on your data. We use industry-standard AES encryption for stored data.

Our storage and servers are redundant, so if something fails we can recover quickly. In case of disaster, data is continuously backed up in off-site storage. Our application servers are on a private network, isolated from the Internet. They reside in a physically secure datacenter which is monitored 24 hours a day. We keep up-to-date with security patches for the software we use.

In addition to protecting against external threats, we've adopted policies and procedures to avoid exposing your data even inside Caren, LLC. Of course, we must comply with valid legal requests, such as a court order, but otherwise we won't look at or disclose your data unless you tell us to.

If you're having a problem that requires us to access your account, we will always ask first.

IF THERE'S A PROBLEM

As at any company, fallible human beings do all the work at Caren, LLC. And despite the care we take, we can't pretend we won't ever make a mistake or be hit by a zero-day vulnerability (one that no one knows about until it's exploited by the bad guys). Should that happen, we will:

- Respond quickly to protect the system from any security vulnerabilities or breaches.
- Notify any affected customers as soon as we understand the scope of the issue. (Please understand that responding to the problem may temporarily take priority over notification.)
- Work to understand and fix the root cause of the problem to ensure that it never happens again.

REPORTING A PROBLEM

If you feel your account may have been compromised, or you discover abuse or misuse of Caren mHealth, please report it immediately on our support page or send an email to support@carenmhealth.com and we'll investigate.

If you're a security researcher who's discovered an issue, please see our security response page for our reporting procedure.

THANK YOU

Thank you for using Caren mHealth. We're working very hard to make this the safest place for your — and our — families.