Data Security for Jackrabbit Care

You and your families require a secure environment to protect your information, and Jackrabbit Care is committed to protecting the security, privacy, and confidentiality of your data.

Protection Against Risk

Jackrabbit has always prioritized data security. We host all data on the **Flexential Compliant Cloud** service, which helps reduce cybersecurity risks and increase defense against cyberattack threats.

In addition, the platform is designed to meet the rigorous demands of **HIPAA compliance**, keeping your data safe with physical security, powerful infrastructure, uninterrupted power, and HVAC redundancies.

All Your Data is Encrypted

Jackrabbit Care is committed to data security regarding information collected and maintained on our site(s). To help protect confidential information, we support the ability to encrypt all data. Encryption is the process of using software to scramble confidential information in transit to and from Jackrabbit Care.

Through Jackrabbit Care, you are asking your customers for sensitive information such as usernames, passwords, credit card numbers, etc. Our SSL Certificate uses advanced encryption to prevent potential hackers from accessing this data. Most browsers allow you to see more details about our security certificate by clicking the lock icon in the address bar.
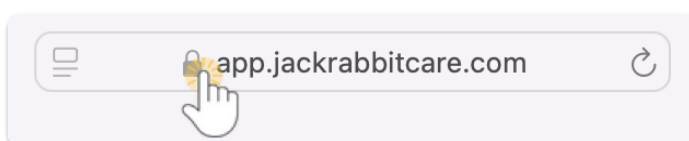
Actions to Take

Although there is zero risk to your Jackrabbit Care data, we encourage you to recognize that access to your account depends on a secure internet connection, and of course, there is always the risk of human error.

We recommend the following to help limit risk:

- Establish good password management for your staff and create strong passwords.
- Consider using a password manager or password vault.
- Never share login information.
- Give **User-based Permissions** sparingly.

- Reset passwords frequently.