

# Security FAQ



## + Are you a legitimate company?

Yes, we are a legitimate company. Our website utilizes EV-SSL (Extended Validation-Secure Socket Layer) certificates which can only be acquired if the company is verified and legitimate.

## + Is my Tax filing secure?

Yes. No one sees your tax information except you, the Tax Pros, and the Tax Authorities. There are no worries about mail delivery or paper shuffling or inappropriate people seeing your personal or financial information. We use the industry standard Secure Sockets Layer (SSL) protocol to encrypt your personal data.

## + Is my personal data safe?

With our new online document portal, your documents are encrypted in transit and at rest. It meets compliance standards with industry regulations like IRS, FINRA, SEC, and more. Files stored or shared in the document portal are automatically encrypted using bank-standard AES-256-bit encryption so you and our firm can exchange documentation with complete peace of mind.

## + Where is my data stored?

High Five Taxes hosts your data using services provided by Amazon Web Services (AWS).

Amazon Web Services are trusted and relied upon all over the world to provide highly secure and scalable infrastructure. Learn more about Amazon Web Services security [here](#), including their [System & Organizational Control \(SOC\) report](#).

## + How secure is your system?

Our system utilizes the Advance Encryption Standard (AES) 256 bits. This is applied to all data in transit and at rest. Access to the system by both the Customer and the Tax Pro utilizes Multi-Factor Authentication to ensure only authorized people have access to your sensitive data.

## + What is High Five Taxes' Privacy Policy?

In addition to other personal information, High Five Taxes does not share your username and password with anyone. All of this information is encrypted ensuring that these cannot be accessed in case of a breach. Learn more about our privacy policy [here](#)

## + How do you ensure the security of my data?

All of your data is encrypted and only authorized personnel such as our Tax Preparers have access to it. All of the Tax Preparers' computers are encrypted and access to websites such as personal emails, social media, web storage portals, etc is restricted.