For your convenience, we are providing answers to the most frequently asked questions regarding our security.

What standards or compliance certifications do PitBullTax hold?

PitBullTax is compliant with the following certifications:

- SSAE-16/ISAE SOC 1 Type 2
- ISO 27001
- SOC 2 type 2
- SOC 3 Type 2
- PCI DSS
- U.S Department of Commerce Safe Harbor Program
- HIPAA/HITECH Security Rule Compliance report (AT 101)

Does PitBullTax use a third-party hosting facility for our data? If so, do they have any certifications such as (SSAE-16, SOC, ISO)?

Yes, the hosting facility we use is compliant with all of the above outlined certifications.

Are PitBullTax employees trained on the policies and procedures on how to handle security incidents?

PitBullTax employees undergo security training upon hiring and throughout their tenure at PitBullTax.

Do PitBullTax have a disaster recovery plan and if so, what is the frequency of testing?

Yes, conducted monthly.

What are the back-up procedures for the data we collect and when are restores tested?

We schedule a full database backup every day. We test the backup data monthly.

Does PitBullTax conduct external third-party security assessments and audits and how often?

Review of certifications are conducted quarterly.

What measures are in place to ensure that your data is secure?
- SSL data transport
- Encryption of all personal data in the data base
- Two Factor Authentication

What happens to our data if we did not renew our license?

It is stored for seven (7) years in for reinstatement purposes.

Will PitBullTax sign a non-disclosure agreement?

Yes, upon request.

Does PitBullTax have a documented incident response process?

Yes, last updated on 2019 and reviewed annually.

Is always our data encrypted?

Yes.

Will our backed-up data be stored securely offsite?

Yes.

Where is our data stored?

In an encrypted data base.

Has PitBullTax ever had a security breach?

No.

How will we be notified in case of a security breach?

We will email to all our users stating the breach, scope, consequences, and the necessary steps our licensees need to take?

What is your track record for availability/downtime?

Over the last 5 years PitBullTax has been "up" 99.7% of the time.

How will we access our data?

Via web-interface of web-application.