



Virtual StrongBox Frequently Asked Questions:

Where is my data?

All of the data is stored in private data centers. All files are stored in these accredited data centers which have high availability and durability ratings.

Can I permanently delete my data?

Yes. When a file is deleted in the recycle bin, it is permanently deleted from the production servers and backups.

How is my data stored?

All data is encrypted and flows at rest in a secure environment.

Who else can see my data?

Only the Virtual StrongBox user can see files placed in their personal Virtual StrongBox. Pioneer Bank employees do not have access to customer files unless the user shares those files directly with the bank.

How virtual StrongBox provides unmatched security and convenience:

Data Security	
Total Information Privacy and Protection	Only the user can see their files that are placed in Virtual StrongBox. Pioneer Bank employees do not have access to any customer files unless the user shares those files directly with the bank.
Data Centers	The data centers that are used for Virtual StrongBox to store files have high availability and durability ratings.
Encryption	Patented methods of encryption are used when transferring files through the data center.
Security Patents	Virtual StrongBox has 6 patents as of 2017 for encryption, security measures and six processes.
Firewalls	Files are processed using systems that are protected by firewalls that limit and control the access to network segments.



Redundant Storage	Files are stored and replicated with leading infrastructure to ensure high file durability and availability.
Backup and Disaster Recovery	Data is backed up and replicated in another data center to ensure continuity.
Access Log Retention	Detailed file access logs are stored indefinitely.
Audit Controls	Pioneer Bank can use tools to review all types of account activity (usage, access to files, etc.)
Account Lockout	After 5 invalid login attempts, Virtual StrongBox will lock customers out of their account. To regain access, you can change your password through your email.
Timed Logout	After 20 minutes on inactivity, a customer will be logged out of their account.
Password Settings	All passwords have an eight character minimum, which must include letters, numbers and a special character.

Data Protection During Document Exchange	
Direct Exchange Using API	There are protocols to protect client/user authentication, authorization and file transfers in whatever application is best for the client.
Secure Link Creation	All of the links created in Virtual StrongBox are uniquely and randomly generated using strong authentication codes.
Additional Link Privacy Settings	Unique links can be generated with pin codes, expiration dates and limit to the number of clicks on a specific link (one-time only or multiple).
Trusted Advisor Drop Files with Shared Folder	Links can be shared with others so external files can be dropped into a user's Virtual StrongBox.



Data Protection During Document Storage	
Understand Data Location	Clients know where all of their data is stored as well as who has access to that data.
Permanently Delete Data	When data is deleted in Virtual Strongbox, you cannot recover it.
Testing and Evaluation	Virtual StrongBox engages with third parties to perform periodic risk assessments and gap analyses.
File Archiving	Virtual StrongBox supports compliance with federal regulations regarding data retention by retaining all user actions.

