

hightouch

How Hightouch protects your data

Hightouch is trusted with the most sensitive customer information of leading organizations. Security, compliance, and privacy has been of utmost priority from day one. We specialize in industries with sophisticated security requirements— for example, healthcare.



Coming soon

Secure by design

Hightouch's architecture is secure by design. While operating as a cloud software-as-a-service (SaaS) platform, all customer data can be stored on your company's own infrastructure.

The only component of Hightouch's infrastructure that stores sensitive customer data other than your company's own data warehouse is a single Amazon S3 bucket. Hightouch allows companies to optionally provide their own Amazon S3 or Google Cloud Storage bucket so that all of their customer data is managed within their own cloud infrastructure.

Built on a secure foundation

Hightouch's infrastructure entirely runs on top of Amazon AWS in an environment that is ISO 27001, SOC 2 certified, and HIPAA-compliant. This ensures a high level of physical, virtual, and network-level security and significantly reduces our security surface area.

Access control at every layer

Hightouch authenticates users using SSO rather than its own authentication scheme. When requesting access to your company's resources, whether that's your data warehouse or SaaS platforms (e.g. Salesforce), we request the least permissions necessary and possible.

Data encrypted in transit & at rest

All data is encrypted at rest and protected by TLS in transit. Hightouch's metadata database is encrypted by Amazon AWS using standard AES-256 encryption algorithms.

Hightouch follows industry-leading best practices

Hightouch's team has experience developing and leading the development of security-critical software at leading companies, including but not limited to HubSpot, Segment (Twilio), and Rancher Labs. We follow best practices set forth by those companies as well as our outside security & compliance advisor Evan Johnson, who is employed as the Head of Product Security at CloudFlare full-time.