

Our Security Standard

How we keep your information safe

Our standing pledge on security, privacy, and trust

When you hand us your inbox, calendar, and daily admin, you are trusting us with your private life. Protecting it is the foundation of what we do, the standard we hold on every account, every day, and we are glad to prove any part of it on request.

- ✓ **We never need, see, or hold your password.** For your email and calendar, your assistant works through the secure delegated access built into those accounts, with no password at all. For any other login, you place it in a shared, encrypted vault that fills in automatically on the site, so it is never shown to us, emailed, or messaged. You stay in control and can change or remove it at any time, and when an assistant moves off your account, we remove their access.
- ✓ **Two-factor protection on everything.** Every account is secured with multi-factor authentication, so a password alone is never enough for anyone to get in.
- ✓ **Your information stays separate.** You have your own isolated workspace. Your details, files, and conversations are never mixed with any other client's.
- ✓ **Access ends the moment we stop working together.** When an assistant moves off your account, or you end the engagement, their access is removed within 24 hours.
- ✓ **Confidentiality, in writing and by name.** Your assistant personally signs a confidentiality agreement, not only the company, and it remains in force after our work together ends.
- ✓ **Calls are recorded, with your consent, for your protection.** With your agreement, the video calls between you and your assistant are recorded, so there is always a clear record of what was agreed. Recordings are stored in a private, access-controlled place and never mixed between clients.
- ✓ **Everything in one place, on the record.** All contact runs through email and recorded video calls, never personal chat apps, so nothing is lost or forgotten and there is always a clear record of what was asked.
- ✓ **We only touch what the work needs.** Your assistant accesses only the accounts and information a task actually requires, and your private details are never put into outside tools beyond what the job demands.
- ✓ **Vetted people, secured devices.** Your assistant is personally vetted and works on a secured, password-protected, up-to-date device, never shared and never left open.
- ✓ **One named contact, and full honesty if anything ever goes wrong.** You always have a single, named person to reach. If anything ever looks wrong, you hear it from us first, quickly and plainly, and we put it right.
- ✓ **When we part ways, nothing of yours is left behind.** If we ever stop working together, all access is removed and any information we still hold for you is returned or securely deleted on request.

OUR PLEDGE

These are commitments, not aspirations. We operate to this standard from the first day of working together, and we would rather lose a task than cut a corner on your security. If any part of it ever falls short, we will tell you, and we will fix it.