Security answers

For procurement, IT and data-protection teams

aidvera.org
support@aidvera.org
ABN 68 472 264 782

Answers to the questions NGOs' procurement, IT and data-protection teams usually ask us. You can attach this document to your due diligence, or send us your own questionnaire.

Quick facts

Hosting	Established cloud providers; data stored or processed in Singapore, the United States and the European Union
Encryption	HTTPS for every connection; partner bank details encrypted in the database; passwords stored only as one-way hashes
Sign-in	Personal accounts and roles, two-step sign-in (your organisation can require it), optional Microsoft 365 sign-in
Customer separation	Each organisation's data is kept separate; partners only see their own projects
Backups	Regular backups, used only to restore the service; deleted data leaves backups within 30 days
Breach notice	Your Org Admin is told within 72 hours of us becoming aware
Data deletion	30 days after an account ends (time to ask for a copy), then permanently deleted
Contracts	Data Processing Agreement for every customer, with GDPR clauses for the UK, EU and Switzerland

About Aidvera

Who provides Aidvera?

Aidvera, a registered Australian business name (ABN 68 472 264 782), based in New South Wales, Australia. Contact: support@aidvera.org.

Do you hold a security certification such as ISO 27001 or SOC 2?

Not yet. Aidvera follows the recognised good practices described in this document. We will tell customers when we start a certification.

Has Aidvera had an independent security test?

An independent penetration test is planned. Customers can ask for a summary of the results once it is complete.

Hosting and data location

Where is our data stored?

With established cloud providers. Our service providers store or process data in Singapore, the United States and the European Union, and only to provide Aidvera. A list of providers is available on request.

How is our data separated from other customers?
Every record belongs to one organisation, and every page and download checks that the signed-in person belongs to that organisation and that their role allows it. Partners only see the projects they work on.

Can Aidvera staff see our data?
The Aidvera owner console shows accounts, billing and usage, not your projects, documents or bank details. If we need to look at your data to help with a support request, we do so only as needed for that request.

Access and sign-in

How do users sign in?
Each person has their own account and role (Org Admin, Project Manager, project officer, Finance, partner). Passwords must be at least 12 characters.

Do you support two-step sign-in?
Yes, with an authenticator app and one-time recovery codes. Your Org Admin can require it for staff, and separately for partner users.

Do you support single sign-on?
Yes: Sign in with Microsoft 365 (Microsoft Entra ID). Your organisation can restrict sign-in to its own Microsoft tenant.

What happens after wrong passwords?
After 5 wrong attempts the account is locked for 15 minutes and the user is told by email.

How long do sessions last?
Up to 8 hours. Changing a password or removing a user signs them out everywhere. Session cookies are protected against scripts (HttpOnly) and cross-site use (SameSite).

Who can approve payments?
Separation of duties is built in: the person who submits an instalment cannot approve it, and the Project Manager and Finance approvals must come from different people.

Encryption and application security

Is data encrypted in transit?
Yes. Every connection to Aidvera uses HTTPS (TLS).

Is data encrypted at rest?
Partner bank details are encrypted in the database with a separate key. Passwords are never stored, only one-way hashes. Other data is stored on our cloud providers' secured infrastructure.

How do you protect against common web attacks?
Every form is protected against cross-site request forgery; the site sends a Content Security Policy and other security headers, and cannot be framed by other sites.

How are uploaded files handled?
Only common document and image types are accepted, up to 50 MB each. Files are stored outside the public web folder, and permissions are checked on every download.

Is there an audit trail?
Yes. Important actions (sign-ins, approvals, payments, signatures, changes and deletions) are recorded with who, what and when. Only the Org Admin can delete; others send a delete request.

Data protection and privacy

Which privacy law do you follow?
The Australian Privacy Principles in the Privacy Act 1988 (Cth).

Do you sign a data processing agreement?
Yes. Our Data Processing Agreement (aidvera.org/dpa) applies to every customer automatically. Annex A adds the GDPR Standard Contractual Clauses and the UK Addendum; we can sign a copy on request.

Do you use our data for anything else?
No. We never sell it, never use it for advertising, and never use it to train AI models.

How are AI features handled?
They are off unless your organisation switches them on. When used, only the text or document needed for that task is sent to our AI provider.

How do you manage sub-processors?
Each is bound by data-protection terms. We tell your Org Admin at least 30 days before adding or replacing one that handles your personal information.

Backups, incidents and deletion

Do you back up data?
Yes, regularly. Backups are used only to restore the service after a fault.

How fast will you tell us about a breach?
Without undue delay, and no later than 72 hours after we become aware of it, with what happened, what is affected and what we are doing. We also follow Australia's Notifiable Data Breaches scheme.

Can we export our data?
Yes. Your Org Admin can export projects and other records to Excel, and can ask us for a full copy.

What happens when we leave?
Your organisation has 30 days to ask for a copy of its data. Then we permanently delete it; it leaves our backups within 30 more days. Invoices and payment records are kept as the law requires.

Related documents: Privacy policy (aidvera.org/privacy) · Terms and conditions (aidvera.org/terms) · Data Processing Agreement (aidvera.org/dpa). Questions: support@aidvera.org.
Version 19 November 2026. This document describes Aidvera's practices and is not a contract; the Terms and the Data Processing Agreement set out the commitments.