



Website Security FAQ

Official Platform Data Protection, Privacy & Infrastructure Documentation

Q: Where is my business and client data stored?

All agency data, client profiles, and uploaded documents are hosted in high-security, US-based Google Cloud Platform (GCP) data centers. We utilize the exact same physical and cloud security infrastructure trusted by global financial institutions.

Q: Who owns my agency's data?

You do—100%. ShowMe Dashboards acts solely as a secure software provider. You retain full ownership of all your contacts, policies, itineraries, and financial data. You can request a complete export of your database at any time.

Q: Can other agencies using ShowMe Dashboards see my client information?

No. Our architecture enforces multi-tenant row-level data isolation. Your organization lives inside a completely private data partition, making it mathematically impossible for another business to access your records.

Q: How is sensitive client information encrypted?

We use double-layer encryption: **256-bit SSL/TLS** for data in transit across web/mobile apps, and industry-standard **AES-256 bit encryption** for data at rest.

Q: What happens if a server goes down?

Data is continuously replicated across geographically distributed Google data centers. If one server fails, the system seamlessly fails over to ensure **99.99% uptime** and zero data loss.

Q: How do user permissions work for my employees?

Role-Based Access Control (RBAC) allows agency owners and admins to assign precise access rights to staff members, controlling who can view, edit, or export client files.