



FAQs

Do you support Two-Factor Authentication (2FA)?

Yes. Cirrus Safe utilizes 2FA to provide an added layer of security for your account.

What type of encryption is used?

We use **AES-256 military-grade encryption**, one of the most secure standards in the world, to store your files.

Is Cirrus Safe compatible with both Mac and Windows? Which browsers are supported?

Yes. Cirrus Safe works seamlessly on **both Mac and Windows** desktops and laptops, and is fully compatible with all modern browsers, including **Chrome, Firefox, Edge, and Safari**.

Is the encryption end-to-end?

Absolutely. Your files are encrypted **end-to-end**, which means even Cirrus administrators cannot access your data. **You alone hold the keys.**

Where is my data stored?

Your files are hosted on **DigitalOcean Spaces**, located in **San Francisco, California, USA**.

How much storage is included?

Each user receives up to **6TB of secure cloud storage**.

How do I reach customer support?

You can contact our support team anytime at: support@cirrusnetworks.io

Can anyone at Cirrus see my data?

No. Your data is protected by **end-to-end AES-256 encryption**, and only you have access to the encryption keys. Because we encrypt everything by design, your information stays private—completely invisible.

How secure is my data—both in the cloud and in transit?

We protect your data with **AES-256 encryption** and **SSL/TLS protocols**, ensuring complete security both **at rest** and **in transit**. AES-256 is virtually unbreakable—even with today's computing power, it would take millions of years to crack.

What happens if my payment fails, or I cancel my subscription?

Cirrus Safe is a month-to-month service with no long-term contract.

- If you cancel your account, your data will be retained for **30 days** before deletion.
- If your account is suspended due to failed payments, we will retain your data for **90 days**.

After these grace periods, all data will be permanently deleted from our secure cloud servers. **You are fully responsible for migrating or backing up your data.**

