valeyo

Trust Centre

Security

Security is at the heart of our products and services. We understand that customers have high expectations and Valeyo is committed to protecting your data.

Compliance

We undergo routine compliance audits from penetration tests to internal audit programs, and our compliance framework maps to industry-leading standards.

Privacy

Valeyo works to build privacy into every aspect of our services, ensuring that the data in our custody is treated with the care your consumers expect.

Reliability

Valeyo's services are delivered with technology built for high performance and availability. We partner with best-of-breed technology partners to ensure our business can securely and reliably scale with yours.

Your data, privacy and security are a top concern for us.

At Valeyo, we are committed to helping our partners thrive and build better businesses. A key component of that commitment is trust.

The Valeyo Trust Centre connects you to the latest information on security, compliance, privacy and the reliability of our products and services. It is our objective to provide transparency, so our clients can understand how we build our business and develop technology to best manage the security of data.

"

Valeyo is committed to protecting the data and privacy of our clients and their customers. We are investing in the resources and infrastructure to ensure the right processes, framework and controls are in place to keep pace with change and deliver our technology solutions with confidence.

Nicole Benson, CEO, Valeyo

Valeyo understands the new sets of challenges and competencies that are required and our role as as a partner is to prepare clients for that change. As a technology forward company, Valeyo is consciously working to innovate and future-proof our systems, while keeping data protection top of mind, so that our clients can focus on remaining competitive in the marketplace.

Sara Mazhar, VP Technology & Professional Services, Valeyo

Security

Security design
We develop, operationalize, and monitor numerous security controls to protect your data, including: data protection (at-rest and in-transit) and a comprehensive vulnerability management program.

Security operations
Valeyo's comprehensive controls frameworks, playbooks, and incident response preparedness activities ensure that threats are prevented, detected, triaged, and responded to.

Network security testing
Valeyo's robust vulnerability management program ensures that we are delivering trust in our technology. We regularly conduct rigorous security testing, including: penetration testing, code scanning, and vulnerability assessments.

Security investment
Valeyo invests heavily in state-of-the-art technology, staff, and outside services to support our security program.

Compliance

SSAE 18 SOC 2 Type 1 certification
Valeyo builds security and regulatory compliance programs to meet or exceed the expectations of our clients. Valeyo has completed and has attained its SOC 2 Type 1 audit certification, covering all security operations.
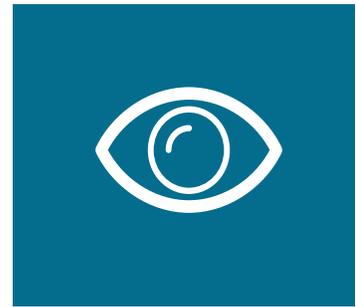
Vendor management
New technology and business service providers undergo a thorough security and risk management review through our vendor management program. This review occurs prior to any contracts being signed. In the event we find any material deficiencies we work with the vendor to make sure remediations are made to ensure your data stays protected .

Information protection program
Valeyo has aligned its Information Protection Program with NIST to provide the basis for our data protection requirements, and these requirements are implemented across Valeyo technology and business stacks. This provides Valeyo with a consistent protection measurement across our products and services.

Privacy

Information management
The protection of personal information is one of Valeyo's highest priorities. Valeyo has robust data governance policies that include privacy safeguards, regular employee training, and technology solutions specifically designed to ensure your consumer information is treated responsibly.

Privacy by design
Valeyo has built privacy into its operations at the ground level. This starts with product architecture and continues with regular compliance reviews to be better prepared for the ever-changing privacy landscape.

Legal compliance
Valeyo's dedicated legal team is committed to maintaining an environment focused on compliance with privacy laws including PIPEDA (Personal Information Protection and Electronic Documents Act). Through membership in industry organizations, leveraging external resources, and constant education, Valeyo is able to keep its finger on the pulse of modern privacy compliance.

Reliability

Platform performance
Our technology platform is continuously monitored for key performance metrics in areas such as availability, system responsiveness, and overall consumer experience. We continually design and build information systems with a focus on ensuring application performance for our clients.

Contingency planning
We build, maintain, and regularly test comprehensive business continuity and disaster recovery plans. These plans ensure that the impact of a service disruption to our clients is minimized. Valeyo operates its technology stack out of two colocation facilities and a cloud provider to deliver unmatched reliability to its technology.

Quality controls
We build and implement quality controls into our technology stack at key points in our system development process. We also use best practice quality processes such as code reviews, non-production environments, and both automated and manual QA testing to ensure we find issues early in the development process.

For more Information

Valeyo's General Counsel is also its privacy officer and is accountable for Valeyo's compliance with its Privacy Policy. If you have any questions, concerns or complaints about the privacy practices of our organization or would like to review the information in your file to ensure accuracy and to request corrections as needed, please contact us at the following:

Email: legal@valeyo.com
Telephone: 1-888-552-5585
Mail: Valeyo Privacy Office
Attention: General Counsel
1400 – 2025 Willingdon Avenue
Burnaby, BC V5C 0J3

valeyo