
Security Overview

End to End Focus on Privacy, Security, and Compliance

Since 2013, Unite Us has made it a priority to implement controls necessary to maintain the confidentiality and integrity of all data stored in our system, including Protected Health Information (PHI) and Personal Identifiable Information (PII). Unite Us is **HITRUST, SOC 2 Type 2**, and **NIST certified**, and follows the highest security frameworks in the industry. We are committed to enforcing strict information security policies and procedures encompassing the security, availability, processing, integrity, and confidentiality of data.

Users can navigate the platform with confidence, knowing that Unite Us is fully **HIPAA compliant** and aligns with the strictest federal privacy regulations, such as **42 CFR Part 2**, and **FERPA**.

Secured and Encrypted Technical Infrastructure

All data within the Unite Us Platform is encrypted at rest and in transit. Unite Us is securely stored in a FEDRAMP certified data center via Amazon Web Services (AWS). Safeguards include 24/7 video surveillance, physical locks, and structured access controls. Through AWS, the best professionals in the industry protect data stored within the platform while Unite Us conducts continuous vulnerability monitoring of all systems. Data backups are performed throughout the day without interruption to service, and no data is stored or accessed outside of the United States.

Access Controls

Every Unite Us user is configured within individual viewing permissions based on their role and responsibilities. These permissions align with the HIPAA minimum necessary standard and the NIST principle of least privilege. Level of access has been approved by the authorizing party and users are provided a unique username and password to access the platform. Internally, Unite Us enforces strict role-based access to information, and all access credentials are regularly reviewed. Unite Us supports audit logging and monitoring, and all user activity within the platform is captured in audit logs.

HIPAA Compliance

Under the Health Insurance Portability and Accountability Act (HIPAA), Unite Us is considered a Business Associate to Covered Entities utilizing our platform. As a Business Associate, Unite Us has implemented a number of HIPAA required standards, including, but is not limited to, regular risk assessments, technical, physical, and administrative safeguards, and auditing logging and monitoring. Additionally, Unite Us follows the Health and Human Services' (HHS) guidelines on Breach Notification and Breach Enforcement procedures established via the Health Information Technology for Economic and Clinical Health Act (HITECH 2009). Unite Us encourages a culture of compliance through internal privacy and security training for all team members, and robust policies and procedures. Finally, Unite Us routinely signs Business Associate Agreements (BAAs) where applicable, including with its third party technical partners.

