

## Security

At Living Hope, we use an online database called Fellowship One. Their system allows us to provide access to your contribution records and allows you to make donations online. They provide all of the security for the system. This system is used by churches throughout the country and has been fully tested by them.

There are two aspects of security related to the system. First, Fellowship One provides data security using the latest security technology. The following statement is from their security documentation: "[the system] utilizes the most current encryption technology to maintain the security of your data. Every parameter passed in the hyperlinks is fully encrypted. Additionally, the Login module handles passwords using what is known in technical terms as salted hash. In laymen's terms, this means it would take 50 computers (running constantly) continuously presenting password combinations four years to discover the password."

The second aspect of security relates to account creation. When you first create a new account in the system, you will be able to donate immediately, but you will not have access to any previous contribution information. Before that can happen, we must manually link your previous information to the account you created.

In order to verify the authenticity of the account request, we will ensure that all of your data matches our current records (e.g., address, phone number, and email address). If there is any question, we will contact you via email before creating the link. Since this is a manual process, we will perform these steps approximately once a week, but if you would like to speed up this process, you can send an email to [questions@lhwired.com](mailto:questions@lhwired.com)

When you create your account, you will determine your own login id and password. If you forget your login id or password, you can have the system email it to you by entering the email address that you used when you created your account. If you need help or cannot remember the email address you used, you can contact us at [questions@lhwired.com](mailto:questions@lhwired.com). You can also change your password at any time.

Please help us keep your information safe by protecting your login information. Access to sensitive personal and financial information can be gained by letting someone else use your account or by leaving the information for someone else to see. Grace will never call you to ask for your login information.