

# Security Overview

Visiting Systems — Private-Pay EVV for Texas Home Care Agencies · [visittingsystems.com](https://visittingsystems.com)

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Your agency trusts us with sensitive information about your clients and caregivers. This one-page summary describes the safeguards protecting that data. The complete version lives at [visittingsystems.com/docs/Visiting\\_Systems\\_Security.html](https://visittingsystems.com/docs/Visiting_Systems_Security.html).

## Encryption — everywhere

All traffic uses TLS (HTTPS). Sensitive client fields — addresses and care notes — are protected with field-level AES authenticated encryption before storage, with keys held separately from the database.

## Backups you can count on

The full database is backed up daily to geographically separate storage, AES-encrypted **before** it leaves our servers. Restores are tested on a recurring schedule; worst-case recovery point is 24 hours.

## Access control

Role-based access with strict per-agency isolation. Passwords hashed with PBKDF2-HMAC-SHA256 and unique salts. Sessions expire after 12 hours; login attempts are rate-limited with automatic lockout.

## Complete audit trail

Administrative actions — user creation, visit reassignment, role and billing changes — are recorded in a per-agency audit log your administrators can review anytime.

## Location privacy, done right

GPS is captured only at check-in and check-out, never continuously, and only after explicit caregiver consent — consistent with the Texas Data Privacy and Security Act.

## Payments

Handled entirely by Stripe (PCI-DSS Level 1). Card numbers never touch our servers.

## Transparency

Every vendor that touches service data is published on our Security page — no analytics trackers, no ad pixels, no data brokers. Your data is yours: export to CSV anytime, deletion on request when you leave.

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Questions, or serving clients with regulatory compliance requirements? Contact [support@visittingsystems.com](mailto:support@visittingsystems.com) — we are happy to walk through our safeguards in detail.

Visiting Systems LLC · July 2026 · This overview reflects currently implemented safeguards.