Security Notice

Updated on 20/10/2025

Protecting your data

We're committed to the security of our customers' data and provide multiple layers of protection for the data information you trust to Pivot Systems. This document is intended to be read in conjunction with our *Terms of Use* and may reference terms covered in it.

You control access

As a Pivot Systems customer you have the flexibility to invite unlimited users into your account to collaborate on your data, and the authorised users have control over who has access and what they are able to do. Please see our *Privacy notice* for further information.

User authentication

We provide standard access to our services through a login and password. In addition we offer the option of using multi-factor authentication. This provides a second layer of security for your Pivot account. It combines something you know (your user name and password) with something you have (an authentication app on your smartphone or tablet). This second layer of security is designed to prevent anyone but you from accessing your account even if they know your password.

Data encryption

We encrypt all data that goes between you and Pivot using industry-standard TLS (Transport Layer Security), protecting your personal and business data. Your data is also encrypted at rest when it is stored on our servers, and encrypted when we transfer it between data centres for backup and replication.

Network protection

Pivot takes a "defence in depth" approach to protecting our systems and your data. Multiple layers of security controls protect access to and within our environment, including firewalls, intrusion protection systems and network segregation. Pivot's security services are configured, monitored and maintained according to industry best practice.

Secure data centres

Pivot's servers are located within enterprise-grade hosting facilities that employ robust physical security controls to prevent physical access to the servers they house. These controls include 24/7/365 monitoring and surveillance, on-site security staff and regular ongoing security audits. Pivot maintains multiple geographically separated data replicas and hosting environments to minimise the risk of data loss or outages.

Security monitoring

Pivot continuously monitors security systems, event logs, notifications and alerts from all systems to identify and manage threats.

Always there

Best in class availability

Pivot delivers best-in-class availability. We use multiple redundancy technologies for our hardware, networks, data centres and infrastructure. These ensure that if any component fails, Pivot will keep on running – with little or no disruption to your service.

Built to perform at scale

Pivot has been designed to grow with your business. Our high performance servers, networks and infrastructure ensure we can deliver quality service to you and thousands of other users.

Constant updates and innovation

We're constantly enhancing Pivot, delivering new features and performance improvements. Updates are delivered frequently, with the majority of them being delivered without interrupting our service or disrupting users.

Changes to this document

Date	Change
1st March 2022	- Document created.
20th October 2025	- Review, no changes.