Security Overview

For the JouleBug Platform & Apps

JouleBug

JouleBug & Security

Organizations and users entrust JouleBug with keeping track of the everyday actions they take: to better themselves, their community and our planet. Putting our users first is critical to what we do, including how we protect their data. Following industry standards as well as our own specific security practices keeps this information secure.

Our app is playful and encourages sharing, though we take keeping this information secure very seriously.

What follows is an overview of our app and some of our processes as it relates to security.

The Purpose of Our App

JouleBug is the easy way to make your everyday habits more sustainable, at home, work, and play.

JouleBug is full of simple Actions aimed at making the world a little better. When you do the actions in real-life, you record them in the app. Users can be inspired by others activities in the Feed and share their own activities. Challenges to raise the bar and increase engagement. Impact statistics show the real world difference the actions have.

Be well, have fun, and make a positive impact with JouleBug!
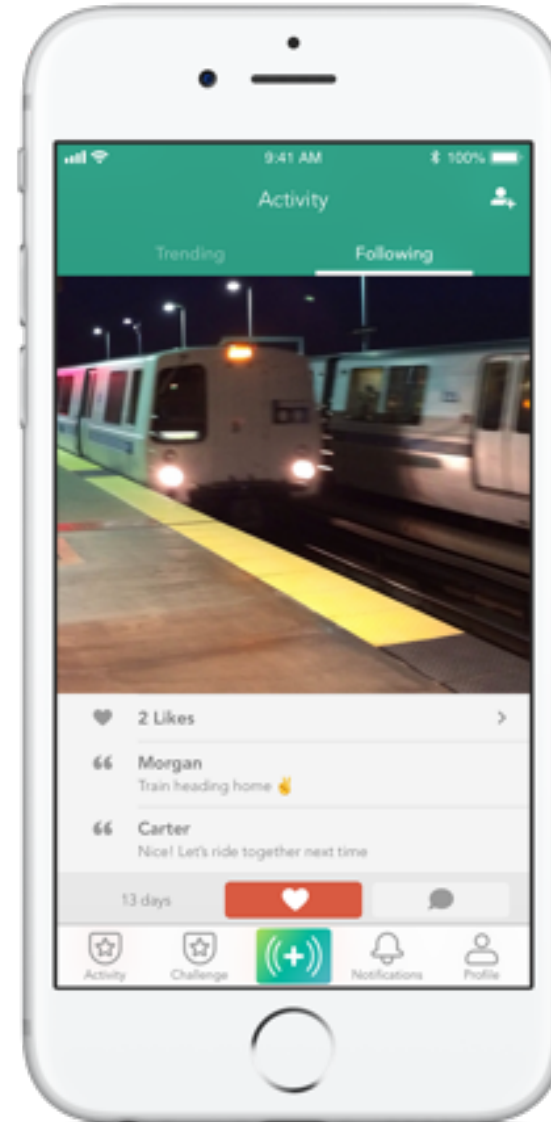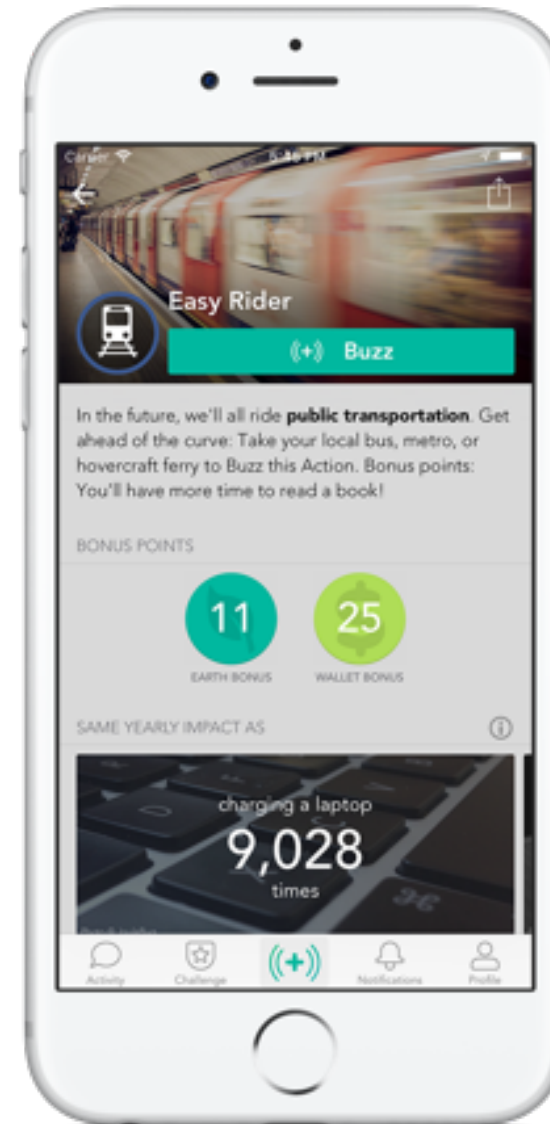
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Physical Infrastructure:

The JouleBug service is hosted in data centers maintained by Amazon (AWS). Amazon provides physical protection for the servers and related infrastructure. They are responsible for restricting physical access to JouleBug's systems to authorized personnel.

Access control:

JouleBug uses Amazon Virtual Private Cloud (Amazon VPC) and security groups to control network traffic. Application servers are only accessible via a secure token, and there is no external visibility to data stores.

We use AWS Identity and Access Management (IAM) to control user credentials and roles. We operate on the principle of "least privilege" and require Multi-Factor Authentication (MFA) and strong passwords.
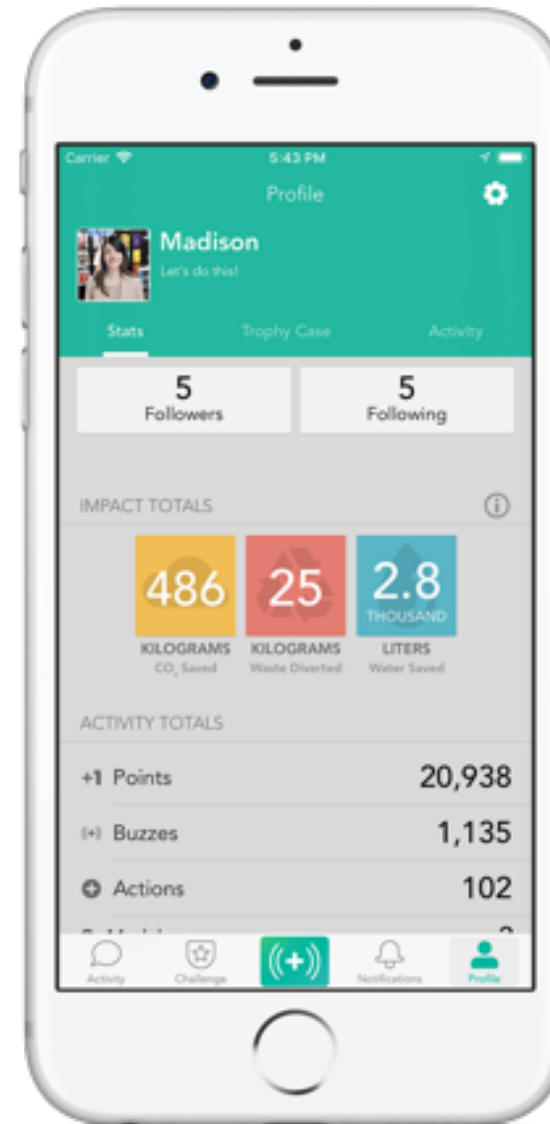
Security Overview

Organizational Privacy:

Every JouleBug "organization" is separate from all others. This means that what your organization shares in the app is private to your organization.

Individual Privacy:

We store your email for authentication purposes, prize delivery, a post challenge survey and the occasional announcement. In addition, we ask for a friendly name that can be personal. We also keep your activity and pictures.

We never share any of this information with any other organization or third party, for any reason.
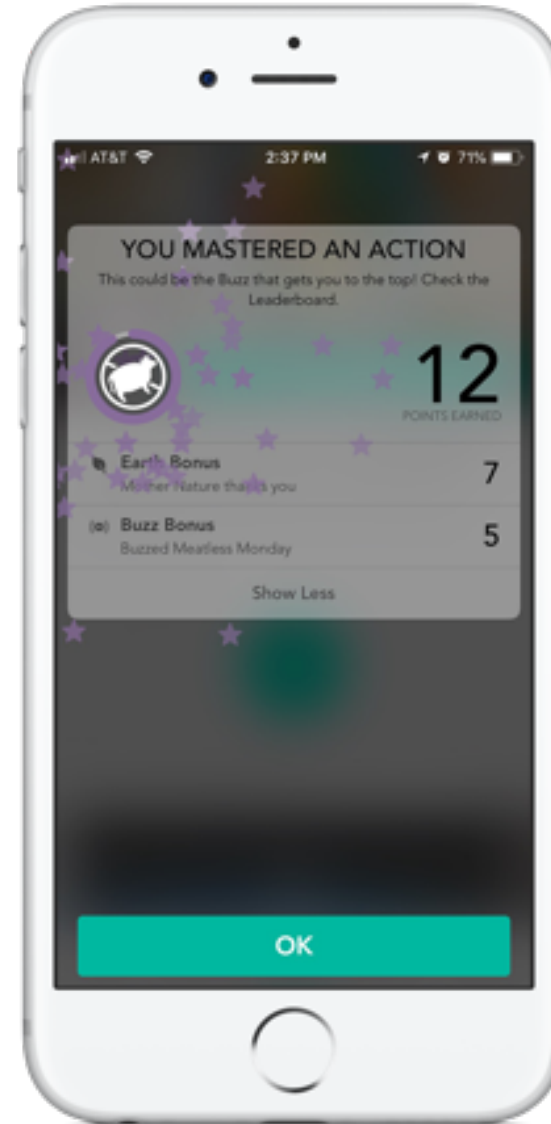
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Data In Transit:

JouleBug transmits data over public networks using strong encryption. This includes data transmitted between JouleBug clients and the JouleBug service. JouleBug supports the latest recommended HTTPS protocol TLS 1.2 with secure cipher suites to encrypt all traffic in transit.

Data At Rest:

Sensitive Data (tokens & passwords) at rest in JouleBug's production database is encrypted. Images are stored on Amazon S3 and are encrypted with AES256 encryption. Each JouleBug organization and user's data is hosted in JouleBug's shared infrastructure and segregated logically by the JouleBug application.

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Redundancy:

JouleBug uses a combination of storage technologies with regular, automated backups to ensure customer data is protected from hardware failures.

Monitoring:

We use Amazon Cloudwatch for monitoring logs related to our Amazon services, and Cloudtrail for monitoring access to our Amazon infrastructure. We also utilize Beam Nutanix and AWS Config to monitor our security measures.
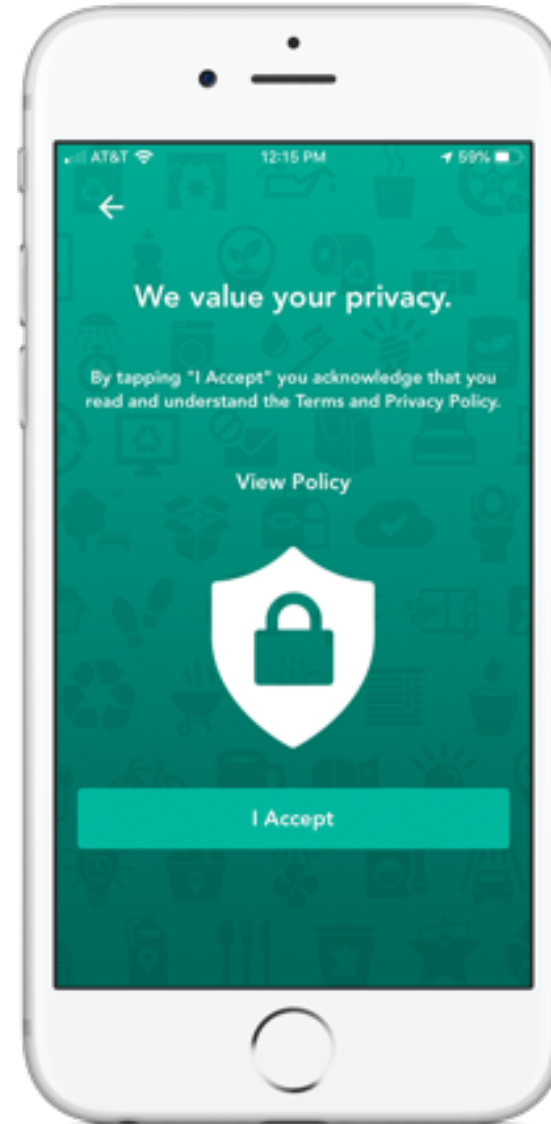
User Controls

Onboarding

Privacy Policy
Users have access to and must accept their app's privacy policy before signing up

Onboarding

Internal Authentication

1. User enters their Email and Password
2. User enters an Access Code unique to their Organization
3. JouleBug verifies Access Code
4. JouleBug issues a JouleBug access token to the user to make authenticated API calls via JouleBug App
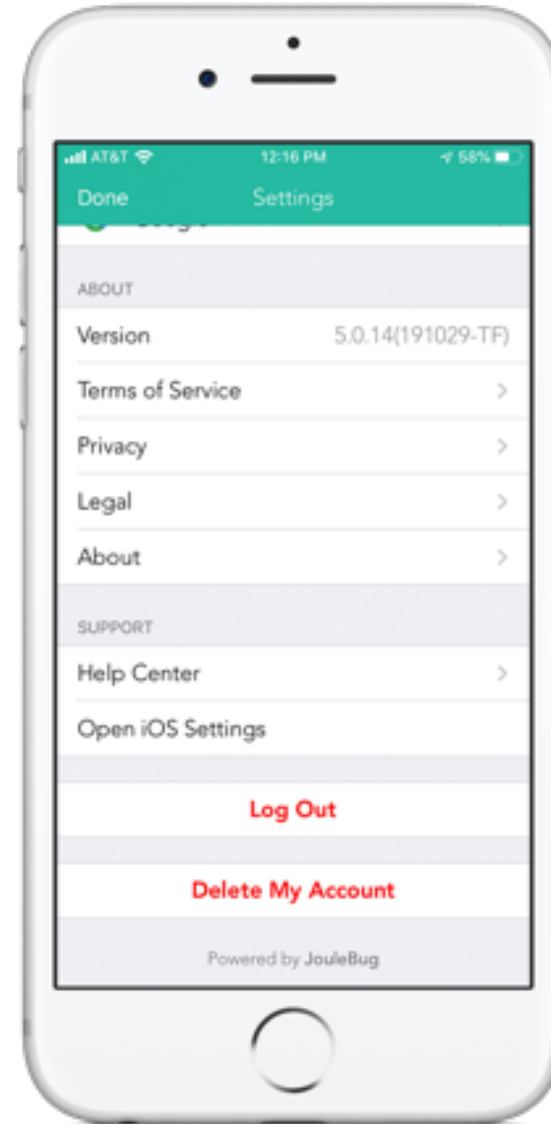5. JouleBug token can be revoked by an admin and has an expiration time

Note: JouleBug encrypts user's password
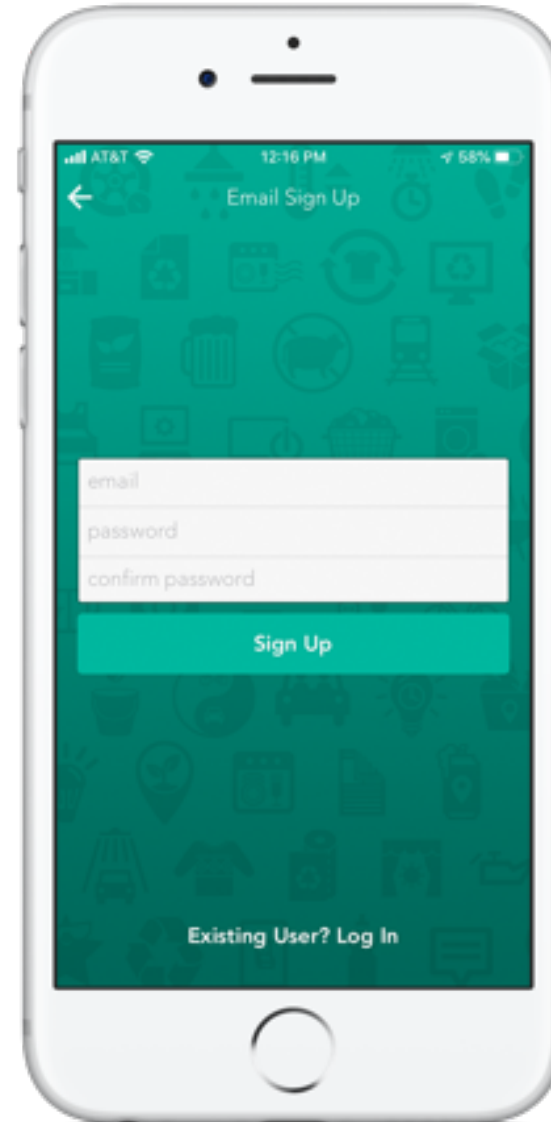
Profile

Account Management

Users have the ability to view and change their account's email address, as well as delete their account and data from their Settings.

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If you have any further questions regarding JouleBug security, please email our technical team at support@joulebug.com