

User security and privacy is Castlight's #1 priority

To protect our users' information, Castlight Health invests in industry-leading protocols and processes.



Our servers are secured in accordance with industry standards

Castlight Health's data center is both physically and electronically secure. We restrict access to authorized personnel only. We regulate entry with biometric scans and surveillance monitoring. Our platform servers are protected behind a firewall that blocks access by unauthorized parties, and our infrastructure is configured for maximum security.



Data protection is important to us

Castlight encrypts application data in transit and at rest, and actively employs data leakage protection (DLP) mechanisms. Files from customers and data partners are sent in batches through secure file-transfer processes (SFTP) and encrypted with PGP at rest. Data in transit is encrypted through HTTPS via a SSL certificate. Data at rest is encrypted through AES 256-bit encryption.



Signing in is safe

When you sign in to Castlight, Transport Layer Security (TLS) technology protects your information using server authentication and data encryption to help ensure that data is safe, secure, and available only to the correct user.



Accounts are locked against intruders

Castlight requires users to enter their unique usernames and passwords for direct logins. After a series of failed authentication attempts for a specific user account, that account will be temporarily locked. This helps protect against the loss, misuse, and unauthorized alteration of data, and supports Castlight's broader network intrusion detection systems (NIDS).



We partner with leading authorities

Castlight, its employees, and its practices follow HIPAA guidelines. Castlight has also partnered with security leader VeriSign to ensure ongoing adherence to the strictest security standards in the industry.



We have a team dedicated to your security

Castlight has a dedicated team of security professionals that make sure data is always protected. These security professionals perform information, vendor, product, and customer security reviews. Internal security and compliance audits are also performed to improve operations.

Learn more

Castlight security policy

Visit [castlighthealth.com/security](https://www.castlighthealth.com/security)
Email security@castlighthealth.com
Privacy support: 1-888-226-8021

Castlight privacy policy

Visit [us.castlighthealth.com/privacy](https://www.castlighthealth.com/privacy)
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