

How Xaveit Keeps Your Child's Information Safe

Parents often worry — and rightly so — about how their child's personal data is protected online.

Here's how we make sure Xaveit is safe:

1. Strong Login and Password Protections

- All accounts require email verification before they can be used.
- Children under 13 need parental approval; ages 13–17, parents are always notified.
- Passwords are never stored as-is. They are scrambled using advanced techniques (bcrypt with unique salts), so even if someone broke in, the passwords would be unreadable.
- If someone forgets a password, the reset link is valid for only one hour and only works once — so hackers can't abuse it.

2. Data is Always Encrypted

- Your child's personal details (name, email, date of birth, parental consent info) are locked away using AES-256 encryption — the same level of protection used by banks.
- Information is encrypted both when stored and when being sent across the internet, so outsiders can't read it.
- Files and photos are never public. They are accessible only via short-lived, secure links.

3. No Payment Data Stored

- Xaveit never handles or stores credit card details.
- Payments are processed by Airwallex, a trusted global provider. This means sensitive information like card numbers and CVV codes never touch Xaveit's systems.

4. Protection Against Hackers

- We prevent common attacks like:
 - XSS (cross-site scripting): No malicious code can be snuck into the platform.
 - SQL injection: Our system blocks hackers from trying to break in via databases.
 - Rate limiting: Repeated failed logins or spam attempts are blocked automatically.
- Only one active session per user at a time. If someone else logs in, the old session ends.

5. Parental Safeguards and Legal Compliance

- We follow COPPA (Children's Online Privacy Protection Act) and GDPR rules.
- Under 13: Parents must approve account creation.
- 13–17: Parents are informed about their child's account.
- We also practice data minimization — only collecting what is absolutely needed.

6. Trusted Providers Only

We use a small number of carefully chosen, secure third parties:

- Google Cloud Platform (Singapore servers) → data hosting with strict physical and digital safeguards.
 - Supabase → for secure login and file storage.
 - Airwallex → for safe payments.
 - Brave → to send verification and notification emails.
- All of them are industry leaders with global security certifications.

7. Constant Monitoring and Testing

- Daily database backups with disaster recovery plans.
- Regular penetration testing (simulated hacks) to find weaknesses before bad actors do.
- Frequent security code reviews and updates.
- All traffic runs on HTTPS only (the green lock you see in browsers).

In Short

Xaveit treats your child's data with the same seriousness as a bank or hospital would:

- Encrypted, secure, and never shared publicly.
- Parents are always in control for under-18s.
- No payment data stored.
- Regular testing and monitoring to stay ahead of threats.

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Xaveit Security FAQ for Parents

Q1. Do you store my child's password?

➡ No. Passwords are scrambled using advanced encryption (bcrypt) so that even if someone gained access, the actual password can never be read.

Q2. What if someone tries to hack my child's account?

➡ We block common hacking methods automatically (like fake login attempts, code injections, or spam). Only one session per user is allowed — if someone else logs in, the old session is cut off.

Q3. Is my child's personal information safe?

➡ Yes. All personal details (name, email, date of birth, parental consent info) are locked with **bank-level AES-256 encryption**. Data is encrypted both while stored and while being sent across the internet.

Q4. Can strangers access my child's photos or files?

➡ No. Files are never public. They are stored securely and only accessible through short-lived secure links during an active session.

Q5. Do you store credit card details?

➡ No. We don't handle or store card numbers at all. Payments are processed by **Airwallex**, a trusted global payment provider.

Q6. What safeguards do you have for under-18s?

➡ We comply with **children's online safety laws (COPPA & GDPR)**:

- **Under 13:** Parent approval required before an account is activated.
- **13–17:** Parents are always notified when their child signs up.

Q7. Who has access to my child's data?

➡ Only authorized Xaveit staff, when necessary, and only for security or support reasons. All access is logged and restricted.

Q8. Where is my child's data stored?

➡ On **Google Cloud servers in Singapore**, chosen for their strict global security standards.

Q9. How do you ensure ongoing safety?

➡ We run daily backups, perform disaster recovery drills, and regularly conduct **penetration testing (simulated hacks)** to stay ahead of threats. All web traffic is protected with HTTPS (the lock symbol in your browser).

Q10. What happens if there's a security issue?

➡ We monitor systems regularly. Any issues are logged, reviewed, and fixed immediately. Parents can also contact our dedicated security team if they spot concerns.

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