ClubExpress™

MORE PASSION. LESS PAPERWORK.

Security, Privacy and Ownership of Data

The ClubExpress security implementation exceeds all national requirements and is the most comprehensive of any company in the industry.

Our servers are located in a high-security, commercial-grade data center, operated by one of the most respected hosting companies in the business. No one gets physical access to the servers, even us (we manage them remotely using a powerful VPN.) The servers are located behind a firewall that is locked down tight; we don't let anything in except what is specifically permitted by the platform. Our hosting company has passed both SSAE16 Type 2 and SOC2 Type 2 audits.

Multiple redundancies are built into the system. Servers run hot-swap power supplies and hard disks and use RAID technologies. Data is backed up nightly to offsite storage, and the database servers are also backed up in real time.

Member and admin passwords are fully encrypted using one-way hashed and salted algorithms. We can reset them but we cannot read them (in case a member uses the same password for different websites.) Credit card data is encrypted within the database using AES SHA512. ClubExpress is fully PCI (Payment Card Industry) Compliant as a Level 2 Payment Facilitator. A current PCI Compliance certificate can be provided on request.

All website pages are served up in a secure session, using TLS 1.2. This is a significant burden on our servers but we feel that it's worth it for the additional protection provided. Member and admin interactions with ClubExpress cannot be sniffed or intercepted. ClubExpress is the only association management vendor to receive a grade of "A" from the Qualys SSL Labs testing service. https://www.ssllabs.com/ssltest/. A dedicated SSL Certificate is not required for "Always Secure" mode but can be purchased through ClubExpress for durations from 1-5 years.

ClubExpress is fully compliant with the strictest privacy regulations including the European General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). We strictly define what personal data is collected and how it is used; what is shared and why; how personal data is stored and retained; as well as member and non-member individual rights, including the "Right to be Forgotten". We are also compliant with the CAN-SPAM Act of 2003 regarding email deliverability and opting out.

Members have full control over the visibility of their data, including the ability to receive emails and whether they appear in the member directory and what data is shown. Of course, you can also turn off the membership directory completely so that member data is only visible to authorized admins.

ClubExpress is an Online Service Provider (OSP). As such, you retain ownership of your data at all times. ClubExpress will never sell, barter, trade or otherwise share member or non-member data with 3rd parties. We will never contact your members or non-members directly except as part of the official business of your organization (for example, to send members a scheduled renewal notice.) And we never put advertising on your website!

ClubExpress supports 7 separate levels of administrator/coordinator access, and you can have as many people as you need at each level. Our fees are not based on the number of admins.