



HappierBiz

SECURITY & TRUST

# Your business, safe in one place.

A plain-English guide to how  
HappierBiz protects your data, your  
customers and your team.

 Hosted in Australian data centres

AES-256 encryption

Two-factor sign-in

Bank-grade payments via Stripe

Customer Security  
Guide

Version 1.0 · June  
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## 01 · WHY IT MATTERS

# Why security matters for your business

When you run your business on HappierBiz, you trust us with the things that matter most — your customer list, your bookings, your takings and your team's details.

A single leaked password or a misplaced file can mean lost customers, fines, or a damaged reputation that took years to build. Small businesses are targeted precisely because attackers assume they don't have protection. HappierBiz is built so that strong protection is the default — you don't need an IT department to be safe.

**i Our promise:** we choose the safer option over the convenient one, every time. Where this guide describes a protection, it is switched on and working today — not a future plan.

# How HappierBiz protects your business

Think of your data as being kept inside a building with several layers of protection — each one independent, so if one is bypassed the others still hold.



## Built on trusted platforms

HappierBiz runs on the same cloud infrastructure used by thousands of modern software companies — managed databases, automatic HTTPS, and Australian hosting regions.

## Separated by design

Every business's data is walled off from every other business at the database level — not just hidden in the screen, but enforced deep in the system.

# Security features explained

Each feature below is described the same way: what it is, why it matters, how we protect you, and a simple example.



## Two-factor sign-in (2FA)

**What it is:** a second check after your password — a 6-digit code from an app on your phone.

**Why it matters:** even if someone learns your password, they still can't get in.

**How we protect you:** 2FA can be switched on per person, and owners can require it for the whole team.

**Like:** needing both your house key and a code before the door opens.

✓ Turn on 2FA in Account → Security.



## Encryption

**What it is:** scrambling data so only the right system can read it.

**Why it matters:** intercepted or stolen data is useless without the key.

**How we protect you:** all traffic uses HTTPS, data is encrypted at rest, and your accounting (Xero) connection keys get an extra layer of AES-256 encryption.

**Like:** sending a letter in a locked box only the recipient can open.



## Per-business isolation

**What it is:** a wall between your data and every other business on HappierBiz.

**Why it matters:** no other customer can ever see your records.

**How we protect you:** the database itself enforces "you only see your own rows" on every table — not just the app screen.

**Like:** separate locked offices in one building, each with its own key.



## Strong sign-in & recovery

**What it is:** protected login with a safe "forgot password" path.

**Why it matters:** stops guessing attacks and lock-outs.

**How we protect you:** sign-in attempts are rate-limited, error messages never reveal whether an email exists, and password resets go only to your verified inbox.

**Like:** a bank that posts a reset letter to your home, not to whoever asks.



## Private file storage

**What it is:** documents and form attachments kept in a locked store.

**Why it matters:** contracts, IDs and signed forms must never be on a public link.

**How we protect you:** files live in a private store; each view uses a one-hour expiring link checked against your role.

**Like:** a filing cabinet where each viewing needs a fresh, expiring pass.




## Activity & audit logs

**What it is:** a tamper-proof record of important actions.

**Why it matters:** you can see who changed what, and when.

**How we protect you:** sensitive actions are written to an append-only log (it can't be quietly edited), with the person and time recorded.

**Like:** a visitor book that can't have pages torn out.

 We also apply protections you never see: secure browser headers, defences against common web attacks (cross-site request forgery, cross-site scripting and database injection), and strict separation of secret keys so they never reach your browser.



04 · MONEY

## Payment security

When customers pay you, their card details are handled entirely by **Stripe** — a global payments company that is certified to the highest card-security standard (PCI-DSS Level 1).

### We never see card numbers

Card details are entered on Stripe's secure systems, not ours. HappierBiz never stores or even sees a full card number.

### Verified payment messages

Every payment confirmation Stripe sends us is cryptographically signed and checked, so fake "you've been paid" messages are rejected.

**Like:** handing your card to the bank's own terminal — the shop never writes your number down.

- ✓ **What you should do:** reassure your customers — their card data goes straight to Stripe, the same processor used by millions of businesses worldwide.



05 · PRIVACY

## Data privacy

Your data is yours. We collect only what's needed to run the features you switch on, and we apply privacy by design.

- **Australian hosting** — your data is stored and served from Australian data centres.
- **Smart assistant, private by design** — the built-in AI assistant only ever sees summaries and first names, never full customer records.
- **Marketing consent respected** — customers are only contacted where consent rules allow, with one-click unsubscribe.

- **Clean closure** — if you ever leave, your data is permanently removed after a short grace period.

**Like:** a trusted bookkeeper who only opens the drawer they need, and shreds the files when you part ways.

## 06 · ACCESS

# User permissions & staff access controls

Not everyone needs to see everything. HappierBiz uses **role-based access control** — each person gets exactly the access their job needs, and nothing more.

ROLE	TYPICALLY CAN...	CANNOT...
<b>Owner</b>	Everything, including billing & security settings	—
<b>Manager</b>	Run day-to-day: bookings, team, customers, finance (as granted)	Change owner-only settings unless given the key
<b>Staff</b>	Only the tools switched on for them (e.g. clock in/out, their own roster)	See finance, settings or other people's private details

Crucially, these limits are enforced **on our servers**, not just hidden on the screen — so they can't be bypassed by a clever browser trick. When a staff member leaves, their access can be switched off instantly, which also revokes their future shifts and links.

**Like:** a hotel where the cleaner's keycard opens guest rooms but never the safe or the manager's office.



## 08 · RESILIENCE

# Backups & recovery

HappierBiz runs on a managed cloud database that keeps automated backups of your information, so a mistake or technical fault doesn't mean losing your records. The infrastructure is operated by established cloud providers with redundancy built in.

ⓘ **Your part matters too:** for anything you'd be devastated to lose, export a copy periodically (most modules offer CSV/PDF export). Backups protect against system faults; your own exports protect against accidental deletions you make.

## 09 · ACCOUNTABILITY

# Audit logs

Important and sensitive actions — like changing prices, voiding an invoice, merging customers or altering security settings — are recorded in an **append-only audit trail**. Owners can review an Activity Log to see what happened, by whom, and when.

**Like:** CCTV for your records — not to spy on staff, but so nothing important happens without a trace.

## 10 · YOUR MOVE

# Cyber security best practices

Security is a shared effort. These few habits make the biggest difference — and most take under a minute.

- Turn on two-factor sign-in** for yourself and require it for managers.
- Use a unique, long password** for HappierBiz — never reuse your email password.

- Give each staff member their own login** — never share one account.

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- Remove access the day someone leaves** using the offboarding tools.

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- Review permissions** every few months — give the least access needed.

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- Export important records** periodically as your own safety net.

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- Be alert to scam emails** — we'll never ask for your password or 2FA code.

## Frequently asked questions

### Can another business on HappierBiz see my data?

No. Every business's data is separated at the database level, enforced on every table — not just hidden on screen.

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### Do you store my customers' card numbers?

No. Card payments are handled entirely by Stripe. HappierBiz never sees or stores full card numbers.

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### Is my data kept in Australia?

Yes — it's stored and served from Australian data centres.

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### What happens if a staff member leaves?

You can switch off their access immediately; this also removes their future shifts and links to your business.

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### What if I forget my password?

Use "forgot password" — a secure reset link is sent only to your verified email. If you've enabled 2FA, that still applies.

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### Will you ever ask for my password?

Never. No genuine HappierBiz email or staff member will ask for your password or your 2FA code.

## Industry standards & technologies

We use the same well-established standards trusted across the technology industry. These comparisons describe shared standards only — they do not imply any partnership or endorsement.

PROTECTION

STANDARD /  
TECHNOLOGY

ALSO USED BY

Encryption at rest	AES-256	Widely used by banks & major cloud providers
Secure connections	HTTPS / TLS + HSTS	Standard across Google, Microsoft, Apple services
Two-factor sign-in	TOTP authenticator codes	The model used by Google, Microsoft & GitHub
Access control	Role-based permissions (RBAC)	The model behind Microsoft 365 & Google Workspace
Card payments	PCI-DSS Level 1 (via Stripe)	Stripe powers payments for businesses worldwide

## Shared responsibility

Security works best as a partnership. Here's the simple split of who looks after what.

TOPIC	HAPPIERBIZ LOOKS AFTER	YOU LOOK AFTER
Sign-in	<b>HappierBiz</b> Secure login, 2FA option, rate-limiting	<b>You</b> Strong passwords, turning on 2FA
Access	<b>HappierBiz</b> Enforcing roles & permissions	<b>You</b> Granting the right role to each person
Data	<b>HappierBiz</b> Encryption, isolation, backups	<b>You</b> Periodic exports of key records
Payments	<b>HappierBiz</b> Stripe integration & verification	<b>You</b> Keeping your Stripe login secure
People	<b>HappierBiz</b> Instant access removal tools	<b>You</b> Removing leavers promptly

## Contact & support

Spotted something that doesn't look right, or have a security question? Our team is happy to help — in plain English.

**General & security:** [support@happierbiz.com.au](mailto:support@happierbiz.com.au)

**Accounts & billing:** [accounts@happierbiz.com.au](mailto:accounts@happierbiz.com.au)

If you ever receive a message claiming to be from HappierBiz asking for your password or 2FA code, do not reply — forward it to us.

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