Technical and organisational measures

An overview for customers and accounting firms: how EaseAcc protects your data. It describes only what is in place.

EaseAcc · As of 18 November 2026

Location and hosting

- Servers and backups at Hetzner Online GmbH in Germany. The provider's data centres are ISO 27001 certified; that certificate belongs to the provider, not to EaseAcc.
- PDF creation, virus scanning, text recognition and receipt recognition run on our own servers, with no third-party AI and no external recognition services.

Encryption

- All connections are encrypted with TLS, and browsers are told through HSTS to use encrypted connections only.
- Passwords are stored only as an Argon2 hash. Stored secrets (for example two-factor keys) are encrypted with AES-256-GCM, and the key is not kept in the database.
- Backups are written encrypted to a separate storage. Uploaded files carry a SHA-256 checksum.

Separation of companies and immutable documents

- Every company is separated from all others in the database by row-level security. The application connects with a restricted database role.
- Issued invoices and recorded payments are locked against changes by database triggers; corrections are made by cancellation only. Invoice numbers are issued without gaps.
- A change log records who did what and when. It can only be added to, never changed or deleted.
- These measures support the traceability and immutability that businesses and accounting firms need for their records. They do not amount to a certification or a declaration of compliance.

Access and permissions

- Personal accounts with two-factor sign-in by authenticator app or passkey; the owner can make it mandatory for the whole company.
- Password rules: at least 12 characters without, 8 with two-factor sign-in; passwords are also checked against known compromised passwords.
- Sign-in protection: after 5 failed attempts per account or 20 per address within 15 minutes, sign-in is blocked for a while. Registration is protected against automated sign-ups without external services.
- Roles: owner, deputy, bookkeeping, sales, employee. Employees see only their own work.
- EaseAcc support sees invoices, receipts or bank data only after you grant time-limited access (read only or also edit, ended at any time). Every access is logged and you receive an email.
- The bank connection is read only. EaseAcc cannot move money.

Operation and monitoring

- Every version is tested automatically before delivery, including company separation and the database locks. Exactly the tested image is delivered.
- Only the web server and key-only remote maintenance are reachable from outside. Operating system security updates are installed automatically, and repeated failed attempts at remote maintenance lead to a block.
- The application runs in a container with dropped privileges and a read-only file system. Uploaded files are scanned for viruses.
- The server checks itself hourly and sends an email alarm, plus a check from outside. The public status page status.easeacc.com shows the current state and the incidents of the last 30 days.

Backup and recovery

- Daily backup of database and files, kept in tiers (14 days, 8 weeks, 24 months, up to 7 years), plus a backup before every update.
- Backups are checked for integrity on an ongoing basis; a restore test runs automatically once a week.
- You can export all your data completely at any time.

End of contract and deletion

- After the contract ends, the books stay readable for 6 months (read period) and can be downloaded as an archive with checksums; archive access can be booked.
- After that the company is deleted following notice. Deletion is not automatic but triggered deliberately by hand. Statutory retention periods of your business remain with you.

Providers and reporting

- The providers we use are listed at easeacc.com/subprocessors. The data processing agreement is ready to sign in the app.
- Please report security vulnerabilities confidentially to security@easeacc.com (RFC 9116 details at easeacc.com/.well-known/security.txt). We reply within two working days.

Note

This document describes measures and is neither a certificate nor an assurance about legal or tax rules. It may change as EaseAcc develops; the current version is at easeacc.com/security.

Questions

About this document and data security: contact@easeacc.com. Help with using the product: support@easeacc.com.