

# How Secure is Alarm.com?



Alarm.com invests heavily in the reliability of its services and protection of user data.

## ALARM.COM TECHNOLOGY

Alarm.com regularly tests its systems and leverages third party security professionals to ensure the highest levels of protection.

Alarm.com also has security measures in place to protect the loss, misuse, and alteration of customer information. We protect customer information through a unique username and password, and we protect certain sensitive communications with our website through server authentication and secure connections.

Some examples of the sophisticated technology, data encryption and resilient system architecture that help deliver a secure experience are:

**Dedicated, encrypted cellular communication channel**

**Leading encryption best practices**

**Required user authentication**

**Fully redundant data center operations**

**Users can receive alerts for suspicious activity**

**Mobile app access eliminates physical key fob vulnerability**

**Crash and Smash™ detection to protect against more traditional tampering methods**

**Alarm.com policy to respect the privacy of customers and not sell their data**

## STRENGTHENING SECURITY

Alarm.com partners and their customers should follow manufacturers' recommendations and protocols for securely installing and managing devices and networking components.

We encourage customers to follow these tips for creating strong passwords:

- Create unique and long passwords that include a combination of numbers, symbols, and both upper and lower case letters
- Do not choose passwords based upon personal details, such as your birth date, Social Security or phone number, or names of family members
- Do not use words that can be found in the dictionary
- Avoid using the same password for multiple logins
- Avoid using simple adjacent keyboard combinations like "qwerty" and "123456"
- Change passwords on a regular basis
- Enable Two Factor Authentication on all devices