

Security & Privacy: How WaterWays® protects customer data

We focus on security so you can focus on conservation.

We know that the security of your system and the privacy of your customers' data is of the utmost concern. At AIQUEOUS, we've made sure that our WaterWays® tool is as secure as possible. Our #1 priority is the privacy and security of your customers' data, and we will work with you to immediately address any problems that arise.

Powered by Salesforce

WaterWays® is powered by Salesforce, a cloud-based software company trusted by more than 100,000 organizations around the world, from financial services to healthcare to government. From a security and privacy standpoint, using WaterWays® is no different than using Salesforce.

Salesforce has not experienced a single data breach since their founding in 1999. Salesforce provides the highest level of security and control over everything from user and client authentication through administrative permissions to the data access and sharing model, including:

- Multiple layers of external firewalls
- A unique identifier that restricts access to your data from anyone outside of your company.
- User authentication
- Network-level security
- Configurable, authenticated sessions
- Data backups and robust disaster recovery systems
- Real-time information on system performance and security at trust.salesforce.com

For a complete look at Salesforce's robust IT security programs and practices, visit trust.salesforce.com/en/security/security-resources/ and developer.salesforce.com/page/Protecting_Your_Data_in_the_Cloud



Trusted by Banks, Health Systems, and Governments

Businesses and governments around the world trust Salesforce for their most sensitive customer and business data. And the same security package is provided to every customer—whether it's a global financial institution or a small business. Below is just a sample of some of Salesforce's 100,000 customers:

- Texas Dept. of Information Resources
- Michigan Health Network
- New Jersey Transit
- American Red Cross
- City of Boston
- American Express
- Wells Fargo
- Bank of America
- Charles Schwab
- ADP (payroll/HR)

Case Study: Chicago Housing Authority

To strengthen case management and service coordination between multiple service provider agencies and business partners, the Chicago Housing Authority (CHA) turned to Salesforce. The CHA uses Sales Cloud to manage contact information and histories for 50,000+ families who receive a housing subsidy or voucher from the CHA. The agency keeps a record of every inquiry and interaction—all while maintaining the security of highly-sensitive family data. Salesforce integrates with back office systems so it's easy to share information and keep everything up to date without duplicating efforts. Read more at: salesforce.com/customer-success-stories/

