Secure Data and Transaction Processing

As a technology first company RunSignUp takes our responsibility to securely handle your data and process your race transactions very seriously. We implemented policies and invested in infrastructure, tools, certifications and processes to make sure your data stays secure and your funds are delivered to you accurately and on time.

Flexible Secure Infrastructure

RunSignUp has invested in the latest technology and cloud architecture to meet our customers' needs. Our cloud architecture benefits you with speed and scalability at a low cost, providing the ability to handle large races with 50,000+ runners attempting to register simultaneously. Information sharing is secure; we use multiple levels of firewalls and all pages are secured with TLS/SSL and HTTPS. Runners can access us from any device including computers, iPads, and both Apple and Android smartphones. You can count on our secure infrastructure to be available: we had zero downtime in 2016. This secure infrastructure allows you to be comfortable that your data is being handled properly and payments to you are accurate and on time.

Secure Transaction Processing

PCI Level 1 - RunSignUp has achieved the highest level of PCI compliance as evidenced by our Attestation of Compliance. Our volume of transaction processing required us to go through a rigorous certification process, which included onsite reviews and scanning and vulnerability testing with an independent third party Qualified Security Assessor. As part of the certification process we implemented the following advanced security measures:

- Secure password storage with protections like bcrypt
- Secure user input fields with SQL prepared statements to prevent XXS attacks and SQL injection as well as CSRF attacks
- Advanced encryption key management procedures
- Secure network configurations with multiple levels of firewalls
- Employee, customer, participant segmentation and access control and login management
- 100% code review and change logs
- System hardening including implementation of Center for Internet Security recommendations
- OSSEC log analysis

- AntiVirus scanning including ClamAV
- Constant vulnerability scanning including implementing Nessus
- Monthly process to install security patches

Payment Facilitator - RunSignUp has taken steps as a company to meet stringent security, banking, VISA and MasterCard processing rules to become an authorized intermediary (Payment Facilitator) between credit card holders (registrants) and race owners. This means that with our Advanced Payment Accounts we never handle your race proceeds. After the credit card transactions are settled for your race, the race proceeds are held in escrow for your benefit with our back end credit card processing company. Funds transfers to you happen accurately and on time by either ACH or check based on the frequency of payment you have requested.

Data Privacy and Security

Data privacy is important to you and to your participants. Whenever we collect or transmit sensitive data, that data is encrypted and transmitted in a secure way. We don't sell or share participant data with anyone other than the owner or Event Director of the event for which a participant has signed up. RunSignUp will not market or sell anything directly to participants who use our site. We only collect credit card information when a participant requests us to and if requested it is stored securely with a third party PCI Level 1 compliant vendor who specializes in credit card storage.

What should you look for in evaluating data security and transaction processing in a race technology provider?

- Does the provider have secure, scalable technology?
- Are they PCI Level 1 compliant with independent auditors?
- Do they keep your race funds separate from the funds that they use to operate their business?
- Do they have a privacy policy for how they will collect, store and share data?
- Will they use participant data to market or sell unrelated events, subscriptions or other items to your race participants?
- Do they have a proven track record in the industry?