

Crypto Wallet

Data protection is our no. 1 priority

We work with the best-practice security protocols to protect our customer assets and information.

ISO 27001 Certification

In order to achieve the ISO 27001 standard as mandated by the International Organisation for Standardisation, Crypto Wallet was required to complete an external audit undertaken by Sustainable Certification.

The certification process requires an in-depth investigation and ongoing audits of Information Security Management processes and practices. This includes processes relating to the management of; digital asset storage, information relating to employees, contractors, suppliers, clients, products, processes, and intellectual property. These stringent policies are designed to eliminate unauthorised access, use, destruction, modification or closure of the organisations information management systems.

Industry Best Practice Offline Storage Protocols

Crypto Wallet maintains industry best-practice by securing a vast majority of assets in highly secure offline locations.

Customisable Account Level Security

Crypto Wallet has a suite of customisable account security settings such as; Two-Factor Authentication, custom withdrawal restrictions and session timeout limit settings available to all users to improve the security of your account.

HackerOne Bug Bounty Program

If you believe you have found a security vulnerability on Crypto Wallet, please let us know straight away. We will investigate all reports and do our best to fix valid issues quickly. You can submit your report on HackerOne here and our team will respond as soon as possible.

Frequently asked questions

What is 2FA security?

2FA security adds an important extra layer of security on top of your email and password, when logging into your Crypto Wallet account. This assists in keeping your assets safe, we strongly recommend customers keep this feature enabled on their account at all times.

How do I customise my Crypto Wallet account security?

Customers have the ability to customise their account security in a number of ways to keep their account safe. Log into Crypto Wallet using the website or app, head to the account menu & select Security. There you will find a range of customisable security features available on Crypto Wallet.

How do I disable security features I placed on my account?

Log into Crypto Wallet using the website or app, head to the account menu & select Security. There you will be able to adjust all customisable security features offered at Crypto Wallet.