



FREQUENTLY ASKED QUESTIONS

Let's face it... Gathering all our information for loved ones may be a daunting task – but one that needs to be done in today's technology driven world. This document addresses some initial questions on housing information in a My Life and Wishes site.

Where is my information stored?

All information is housed in the Cloud with Microsoft Azure.

Here is a small sample of companies utilizing Microsoft Azure:

3M, Adobe, Airbus Defense and Space, American Airlines, AT&T, BMW, Boeing, Coca-Cola, CVS, Dell, Deloitte, eBay, GE Healthcare, General Motors, Heineken, Honeywell Inc., Intel, Johnson & Johnson, NBC Universal, NFL Players Association, Proctor & Gamble, Samsung, Shell, SpaceX, Travelocity, Walgreens, Walmart.

(Information as of 2024)

Who has access to my information?

Only you, your Co-Owner and any Authorized Users you may have assigned.

We are a zero-knowledge company. Meaning, no one at My Life and Wishes can see your information. All data is encrypted using 256 encryption and 2048 bits of encryption power, equivalent to a number that is 617 digits long. Your data is encrypted while stored and encrypted again when transmitted between systems, (i.e. uploaded by you) and again when retrieved (downloaded) when you need it.

How secure is my data?

Our technology uses AES 256 encryption, the same quality relied on by banks, the military and the U.S. government.

My Life and Wishes also offers the option of adding Multi-Factor Authentication to your account, for an added layer of protection.

What about data breaches?

My Life and Wishes has no “data base” or aggregate access to customer platforms. Your data is uniquely encrypted for you and those that you choose to share it with.

What information am I required to put into my account?

We understand that everyone’s comfort level is different when it comes to security. We built the platform with this in mind. The sections in your site never require account numbers or other personal or identifying information. This allows customers to create a roadmap for their loved ones, with their comfort level in mind.

Can I print a copy of my entire record to keep in a safe deposit box or give to someone I trust?

If you are on an annual subscription, you have the ability to print your entire record. (This option is not available on the monthly plan.)

If I close my account, what happens to the data and information I entered?

Once a customer closes their account, the data remains for a 90-day grace period. After 90 days, all information is permanently deleted.

What happens to my data if My Life and Wishes is sold or acquired?

If MLW at some point is involved in a merger, acquisition, sale, reorganization, liquidation or other disposition of all or substantially all of its assets to another entity, you will be notified via email and/or a prominent notice on our Site of any such change in ownership and of the choices available to you.

For more detailed information on security measures, data encryption and privacy, click on the following link:

<https://www.mylifeandwishes.com/privacy-policy/>