
Help Center / Email, security & support

Security and privacy of your training records

How HIPAA Certify protects your organization's data, what we store, and how long records are kept.

For: Administrators, Managers, Employees · Updated October 27, 2026 · <https://hipaacertify.com/support/article/data-security>

HIPAA Certify stores **workforce training records**: names, work email addresses, job details, assignments, quiz results and certificates. **Don't enter patient information (PHI)** anywhere in HIPAA Certify. Training doesn't need it.

How we protect your data

- Every connection is encrypted with HTTPS.
- Each organization can see only its own employees and records.
- Payments are handled by Stripe. We never see or store full card numbers.
- Sign-in pages are protected against automated bots.

Our [Security page](#) has the details. To report a security concern, use [Contact](#) and choose **Technical Support**.

How long records are kept

Training completion records are kept for at least **6 years**, in line with HIPAA documentation requirements. You can export your records at any time from [Reports](#) and [Employees](#). To ask us to delete your organization's data, [contact support](#).

See our [Privacy Policy](#) for full details.

Need more help? Visit <https://hipaacertify.com/support> or contact us at <https://hipaacertify.com/contact>.