FAQ

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How is Farmbrite different from other farm management software?

We're different for lots of reasons, but here are just a few:

- We're extremely affordable. We believe great software should be accessible to everyone and we're truly passionate about helping farmers. Also, we don't have shareholders or investors to worry about, so we can focus on our customers 1st.
- We're one of the only holistic farm management systems available today. That means you can track and manage all your operations in one place from birth/seed to sale.
- We're web based, which means you can access your account and data from anywhere, anytime, on any device.
- We're easy to use.
- We listen to our customers. We regularly release improvements and features that are driven by user comments and feedback.

Is my data secure?

Yes. Your data is always secure and it is always yours. We will never sell it or share it with anyone. We take your data security and privacy very seriously and use encrypted data transmission (SSL), redundant servers, and regular data backups to help keep your data safe and sound.

Here are a few ways we work to ensure your data is safe:

- Farmbrite partners with AWS, a leading cloud hosting provider to host our secure environment. You can view the security and compliance standards that AWS meets here: https://aws.amazon.com/security/.
- We utilize firewalls and secure networking practices to prevent unauthorized access to our systems
- All data is encrypted in transit using SSL/TLS and at rest using AES-256 encryption
- All data is stored in on redundant databases and with hourly snapshots and nightly backups
- We enforce strong password/pass-phrase requirements
- All passwords are one-way hashed using strong cryptography
- We limit session lengths to 24 hours
- We enforce account locks for too many failed login attempts
- We use secure coding standards (OWASP)

- We limit access to customer accounts to only authorized employees and for the support of our customers
- Automated monitoring and alerting is in place on all systems
- Databases are configured for automatic fail-over
- We leverage external security researchers to conduct scans against our systems and promptly mitigate any reported vulnerabilities
- We limit access to our systems to only authorized personnel
- We utilize secure and http only cookies
- We never sell or share any customer data with anyone (www.farmbrite.com/privacy)
- We limit the collection of Personally Identifiable Information (PII) about our customers to the minimum needed

Can my employees record data in Farmbrite?

Depending on your plan you can collaborate with other users. If you need more users for your account, just contact us and we can help you out.

What size or type of producers does Farmbrite support?

We made Farmbrite to be as flexible as possible so that we can help a broad range of agricultural businesses. Any agricultural venture from a hobby farm to an urban garden to a cattle rancher to a commercial producer can use Farmbrite.

Do I need to provide a credit card to try Farmbrite?

No, you can try Farmbrite for Free for 14 days. you do not need to provide a credit card to try Farmbrite.

Can I cancel anytime?

Yes, you can cancel at anytime through your Account Tab or bycontacting us.

Can I import my records from another system or from Excel?

Yes, you can import data into Farmbrite including livestock, transactions, equipment, contacts and crops. There will be an import button in the areas that supports this function.

Can I export my records when I leave or cancel my account?

Yes, you can take your data with you when you leave by exporting data from your Farmbrite account.

Where is your company based?

We are a based in the U.S.A founded and located in Colorado. Read more about us.

How do I get help with my account or answers to my questions?

You can contact us anytime and we'll be happy to help you anyway we can. You can also look through our online help center articles which are available anytime or sign up for one of our online trainings.

Does Farmbrite support different languages?

We do not currently support other languages. Farmbrite currently is in English only, but we plan to provide translated versions in the future.

Can I sell my products or sell CSA memberships online?

Yes, using Farmbrite's online store you can setup your own website, manage and sell any type of product, sell CSA memberships and collect payments online. Note: A Stripe Payment account is required to collect payments.

Does Farmbrite support international units of measurement?

Yes, we support standard units of measurement including Metric and U.S. customary.

Do you have a mobile app that I can download to my phone?

Yes. We have a mobile version of Farmbrite available for all paid versions (free doesn't have access at this time.) You can find more information about that here.

Can I be a reseller for Farmbrite?

We do not currently have a Farmbrite reseller program.

Does Farmbrite currently offer an open API?

Yes, you can contact us here to learn more.

What are your sub-processors, as defined by the GDPR?

Under the GDPR regulations, a sub-processor is any business or contractor customer data may pass through as a side effect of using Farmbrite's services. This definition is very broad and includes things some might simply consider "hardware", like cloud infrastructure.

We use partners for some business processes that important, but not critical to our customers having a quality experience.

Provider	Purpose	Location
ActiveCampaign	Customer emails	USA
Alchemer	Customer feedback surveys	USA
Amazon Web Services (AWS)	Cloud infrastructure	USA
Atlassian	Customer support	Australia
Calendly	Customer demos	USA
Google, Inc.	Site analytics	USA
HotJar	Site analytics	Malta
MongoDB Atlas	Customer data	USA
Mailgun	Transactional emails	USA
Slack	Internal communications	USA
Stripe	Customer payments	USA