



Security

We host our systems in the Amazon Web Services data centre in Dublin. The data centre meets government standards for data security, and includes ISO 27001 compliance

(https://d1.awsstatic.com/certifications/iso_27001_global_certification.pdf).

More information about compliance programmes is available.

(<https://aws.amazon.com/compliance/programs/>).

There are multiple levels of data security. The server is protected by the AWS firewall, which prevents access to the server except where explicitly authorised (e.g. via the web application). There is no direct access to the database, FTP or other ports on the server. In addition, the Windows Server firewall is utilised to provide a second level of security. We regularly carry out penetration testing on the application and on the server to ensure that it is not vulnerable to known threats. Our backup to Germany includes protection against ransomware and other malicious attacks on data by checking known data for changes. We also keep multiple copies of backup data for 60 days (longer by agreement if in compliance with GDPR).

Our server is connected to the internet via a very high speed connection at the Amazon data centre in Ireland, ensuring high speed and low latency for customers in Ireland. The application is designed to operate over low speed connections, such as mobile networks, and therefore a high speed internet connection is not essential. However, if the client is to be uploading or downloading significant amounts of multimedia content, they may benefit from the efficiency of a faster connection to reduce wait times.

Backup is included in our costings. This includes daily "snapshots" of data within the AWS data centre, enabling rapid restoration, and daily off-site backup to a data centre within the EU (Germany). Database data is also replicated in real time to a second database server. The data snapshots cover the whole server and allow data to be restored and the server to be rebuilt quickly in the event of a major failure. In addition, the whole application can be moved to new hardware within 10 minutes in the event of a failure in the underlying processor or disks.