

# Security and data protection for hosted ProcessManager

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## Introduction

This document outlines the technologies and features used to keep the hosted version of ProcessManager safe, resilient and reliable.

## Security

To keep your data safe, we need to keep our systems secure. To do that, we have several layers of protection: HTTPS/TLS (SSL), hashed passwords and separate databases, as well as frequent updates.

For physical as well as network security of our systems, we rely on Amazon's Irish data center. Amazon's facilities are highly secure, and certified for use in the payment card industry. You can read more about Amazon's approach to security here: <http://aws.amazon.com/security/>

## HTTPS/TLS (SSL)

TLS/SSL makes sure that communication between your client and our servers is secret and have not been tampered with. To do that effectively, the server needs to be set up properly, and certificates needs to be safe. Lately, there has been lots of security with specific implementation and versions of TLS/SSL and the ciphers used, but you can be sure that your connection to our site is safe: We welcome you to use SSL Labs security scanner (<https://www.ssllabs.com/ssltest/analyze.html?d=sites.process-manager.dk>) to verify that our systems are not vulnerable to any of the discovered attacks on various TLS/SSL ciphers and certificates.

Please note that for compatibility with some systems, use of TLS is not enforced. This means that you should always make sure that you connect to ProcessManager using HTTPS (By using <https://sites.process-manager.dk/>). We will start to enforce this as soon as possible.

## Separate databases

The hosted ProcessManager uses a separate database per customer/domain. This minimizes the risk that your data accidentally becomes visible to other customers.

## Data protection

We use nightly backup to Amazon's storage service, S3, to make sure your data is safe. S3 has several copies of the backups, spread out in 3 or more physically separated data centers. This ensure that even two simultaneous site-wide catastrophic accidents will not mean loss of your data. Just in case Amazon itself decides to close shop without warning, frequent backups to Microsoft Cloud Storage are performed as well.