

i-Nucleus

Security Policy

Version 2.0: These notes were last updated on 1st June 2020. They may be updated in the future and we'll post the new version here on our website.

Data security and back-up

Here's how our data security and back-up procedures ensure we take the highest standard of care with our users' information.

We take the security of customer data very seriously.

All information which passes between our servers and your computer is encrypted using high-grade 256-bit Secure Sockets Layer (SSL) technology, the same technology that banks use to protect data.

We are constantly working to ensure that we meet the GDPR compliance requirements.

Our servers are hosted in a hosting facility with data centres in England. The hosting facility is ISO 27001 certified and has very tightly controlled physical security and highly resilient networking and power facilities. Its data centres meet industry best-practices for information security. Access is strictly limited to cleared personnel with a role-based swipe-card system, and a sophisticated CCTV network covers all areas of their data centres and offices.

Our data centres use the most advanced APC X UPS system available, providing uninterruptible power to all our servers. In the case of an outage, the power supply is switched instantly to a backup generator, with absolutely no interruption to our services.

Also, a multi-million pound Denco system keeps the critical internal climate monitored and adjusted to perfection at all times. Should a fire occur, FM-200 gas is discharged within two seconds to suppress the affected area.

We go to great lengths to ensure your business data is safely stored. We take snapshot backups of data every day and transfer these off-site, asymmetrically encrypted, within seconds of them being taken. The data is stored encrypted for a month.