



INFORMATION SECURITY AND PROTECTION

CodeRed Solutions understands that client data is sensitive and business critical and we make it a priority to take our users' data security, privacy, protection and backup concerns seriously. We are committed to providing our clients with a secure environment by utilizing state of the art technologies to safeguard your information.

CodeRed hosts client data on the Parse platform which protects customers from threats by employing strict security controls at every layer from physical to application level.

Parse's physical infrastructure is hosted and managed within Amazon's secure data centers and utilizes the Amazon Web Service (AWS) technology.

Physical (Data Center/s)

AWS data-centres utilize state-of-the art electronic surveillance and multi-factor access control systems and are staffed 24x7 by trained security guards. The data center operations have been accredited under: ISO 27001 and other relevant information security regulations. Environmental safeguards include fire detection and suppression, power and climate management and control.

Network Security

Firewalls

Firewalls are utilized to restrict access to systems from external networks and between systems internally. By default all access is denied and only explicitly allowed ports and protocols are allowed based on business need.

Data Security

CodeRed employs the following data security measures:

Class-Level Permissions – to restrict how and when applications can access and create data.

Access Control Lists – to control who can access which data, thereby creating an environment whereby a user's private data should be accessible only to them.

Disaster Recovery and Backups

Databases and Configurations

All application data is snapshotted every thirty minutes. All application configuration is snapshotted every three hours. Parse can restore data from the last snapshot if data loss occurs. The platform automatically restores customer applications and databases in the case of an outage.

Access to Customer Data

Customer data is stored in separate access-controlled databases per application. Parse staff does not access or interact with customer data or applications as part of normal operations.

User Security

User Authentication: CodeRed User accounts have unique usernames and passwords that must be entered each time a user logs on.

Encryption

CodeRed employs the Secure Sockets Layer (SSL) technology for data encryption. This ensures that user data in transit is safe, secure, and available only to intended recipients.

Protection of Personal Information

CodeRed seeks compliance to the Protection of Personal Information (POPI) Act and therefore promote transparency with regard to what information we collect and how it is to be processed.

Client data is collected, stored and processed (collectively referred to as "accumulated") for the purpose of communicating and status reporting intended for emergency, disaster or other situations as deemed necessary by the Client.

We only accumulate Client data which is relevant to the purpose. This simply means we won't ask you for data which doesn't serve the system objectives.

By entering into a verbal or written agreement, you give express consent to the data accumulated.

Client data is stored in a safe and secure environment and we have employed a number of data security and encryption measures to protect this data in transit and at rest.

Client data is stored in one master file. As a result data is over-written when uploading a new contacts csv file, resulting in no unnecessary or irrelevant data being stored. In addition, we store reported data independently so that this data is not affected.

Client data is, at any time, free of charge, available to the Client for review through their management portal. Client data can be removed easily by yourself or on request.

Your Responsibilities

Keeping your data secure also depends on you ensuring that you maintain the security of your account by using sufficiently complicated passwords and storing them safely.