



CONSULTING

W consulting Security Policy

Version:	1.4
Date of version:	July 2021
Created by:	Mark Kidd
Approved by:	Mark Kidd
Confidentiality level:	External use

At W consulting, we have developed robust engineering, security, and hiring processes to safeguard customer data. And we'd love to tell you a bit more about everything we do to keep your information secure.

Encryption

We apply encryption technology, publicly available to secure data. W consulting encrypts portions of user's personal data. Only employees requiring access to non-encrypted client data have access to this data. It is not possible to extract all non-encrypted records from our admin interfaces. All data is stored externally on Microsoft SharePoint / OneDrive / Teams / Exchange / Office 365.

Hiring Policy

We have a rigorous hiring process to ensure that anyone we hire can perform their job function. We provide internal training when needed but strive to hire experts with spectacular track records and references. Our employees work closely with each other in crews and teams.

Hosting

We host W consulting services in Fasthosts Datacenters, Google Cloud Europe-West-4 Netherlands, AWS, Microsoft Azure cloud services. The state-of-the-art data centers house thousands of web and mail servers, operating at full potential and maintained 24/7 by their team of expert engineers. Plugged directly to the backbone of the internet, every server enjoys a fully redundant connections, providing unrivalled connectivity to ensure we never experience slowdown or service interruptions.

User Authentication

We also follow best practices around our process for user authentication when users are logging into our sites and services. When a user signs up for an W consulting ID, they either provide their email address, or a team admin sends an invite to the user's email address.

W consulting does not transmit user credentials when verifying a subscription is active for our products. We rely on a unique key which is passed for verification and ongoing verification of a user's license when checking validity of a subscription.

Disaster Recovery

and Incident Management

Our team is prepared to respond to any emergency or interruption. We have a simple process we follow to make sure we communicate with anyone who's affected and do everything possible to prevent similar incidents from happening again.

We can bring backup or additional servers online within a few hours.

Complete backups of all databases are automatically carried out every evening and transmitted over SSL to 2 other servers. Cloud Databases have rolling 7-day backups.

Training

We recognize the importance of compliance training, and our training will be now including GDPR and POPI requirements. Our goal is to increase security awareness and ensure that our customer-facing teams follow compliance protocols.



Copyright ©2018 W Technical Consulting. All rights reserved.

W consulting and all other trademarks mentioned in this document are the property of their respective owners.