

General Security Guidance

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With the upcoming changes in data protection with GDPR regulation this document seeks to re-assure and highlight existing data security safeguards in place for services we supply.

Cloud Backup

- All services are provision in UK or EU data centres.
- All data centres used high security ISO 27001 accredited.
- Access to services is provided over SSL encrypted connections for all services.
- All data backed up is encrypted on your server using strong AES 256 encryption prior to upload.

Hosted Services

Services include: Microsoft Office 365, Cloud Based Email Signatures, Advanced Anti-Spam Email Filtering & Cloud Based Email Archiving, Panda Anti-Virus and Email Filtering Solutions, HVS Hosted Telephony, Wildix Hosted Telephony, Hosted Desktop Service.

- All services are provision in UK or EU data centres.
- All data centres used high security ISO 27001 accredited.
- Access to services is provided over SSL encrypted connections for all services.
- Some services where possible will also have IP restrictions for added protection.

IT Support

- Our remote support sessions with you are encrypted and/or IP restricted.
- Our staff will always request access before connecting to your screen, thereby allowing you close any sensitive data or documents down.
- For those have particularly sensitive job roles, and wish to completely prevent unattended support access, our support agent has a privacy mode that you can control. If you require assistance to turn this on, please contact our helpdesk.
- We do not copy, transfer or process customer data to our systems.
- If asked to investigate an issue or provide usage reports, we may copy diagnostic logs from your systems to ours to allow us to analyse and prepare the requested report. Once supplied/resolved the raw log data is destroyed/deleted.

- We do not hold login credentials for end-user back office systems – eg. Payroll systems, Accounts Systems, CRM systems. If you divulge login credentials to us during a support request, on resolution of the support request, we will advise you to change the login credentials.
- All access by all technical team members is assessed on a 'needs' basis, and Shiva senior management, structure, control and continually audit engineer access to client systems.
- All Shiva Technology employees are based within the UK.
- All Shiva Technology employees are trained to adhere to Data Protection policies and procedures which are enforced by contracts of employment. Staff members receive continual updates in training and best practice.

We are committed to ensuring that your information is secure. As part of this commitment we ensure we regular update our training and procedures in line with best practice and vendor advice.

We will not sell, distribute or lease your personal information or data to third parties unless we have your permission or are required by law to do so. We do share some of your contact information with trusted third party suppliers (eg. Microsoft, Openreach etc), in respect of obtaining and registering software licences, registering hardware warranties, provision of telephone lines, broadband and internet services. Shiva Technology Ltd reserve the right to update and change their trusted third party suppliers.

If you have any further questions, please email support@shivatechnology.com