



1. *Where is my database located?*

All customer SupaTools databases are located on a EC2 virtual server within the Amazon Web Services (AWS) cloud. The server is placed within a zone that best suits your geographic location. At the moment we have EC2 instances in US-West, US-East and Singapore zones.

Each customer is also provided with a test instance which is deployed on a separate EC2 instance to production.

2. *What kind of platform is it deployed on?*

Our EC2 instances are type m4.large consisting of 2xCPU and 8 GB RAM. These can be upgraded as customer demand requires. A customer can elect to have a dedicated instance for an additional fee.

We run CentOS 7.x 64-bit with traditional LAMP stack (Linux/Apache/MySQL/PHP)

3. *How is my database backed up?*

All databases are replicated in real-time using MySQL replication over SSL to another EC2 instance in a separate geographic location. The replica (slave) instance is fully backed up each night. We also maintain 90 days of transaction logs on both the master and slave server. This gives us the ability to either fail a customer over to the slave database (using Elastic IPs) or perform a transaction point-in-time recovery.

4. *Who has access to the servers?*

Only our support staff located in our Auckland head office have SSH access to the server. This is controlled via public/private keys and firewalled using AWS security. Customers are responsible for their own database security, and may use passwords or implement SSO using SAML.

5. *What security measures are in place?*

We run the Nessus security scanner across all our EC2 instances on a weekly basis, which checks for known vulnerabilities. These reports are available to customers on demand. We ensure that any identified security risks are addressed within a shortest timeframe possible, depending on the severity of the vulnerability.

Apart from SSH the only access permitted to the servers over the internet is HTTPS.