



Safefood 360° provides food safety management software for industry leading food processing plants

CUSTOMER SUPPORT DOCUMENT #1

Technology and Security



As a Safefood 360° customer you have entrusted us to help protect your data. We value this trust, and the privacy and security of your data is one of our top concerns. Safefood 360° strives to take a leadership role when it comes to security, privacy, and compliance practices. This document describes the measures we have taken to ensure that we can always deliver on our commitment to provide and protect our customer's information.

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What is the Cloud?

- Cloud computing, often referred to as simply the cloud, is the delivery of on-demand computing resources over the internet through a global network of state-of-the-art data centers.
- Cloud based applications can be up and running in a matter of days and far more economically than traditional enterprise software.
- Businesses are running all kinds of enterprise applications in the cloud today like CRM, HR, ERP, accounting, food safety and much more.
- Some of the world's largest companies have moved to the cloud with Safefood 360 after rigorously evaluating the security and reliability of our infrastructure.

Performance & Scalability

- Safefood 360's innovative software architecture and delivery platform ensure that the application is lightning fast and responsive wherever our users may be.
- We employ third party monitoring services to continually audit our systems to measure performance and identify potential bottlenecks.
- Each platform layer and system will scale up elastically as demand and load on the platform increases.
- Safefood 360 was built from the ground up for scale and to support demand far in excess of that which would be practically required.

Infrastructure

- Safefood 360 is a best in class enterprise application that has been engineered to run in the cloud from inception. By partnering with Microsoft and utilizing the Windows Azure platform we have access to a global network of high performance Microsoft-managed datacenters.
- Our software runs alongside many of Microsoft's own critical systems including Office365, Bing and Windows Live. The Windows Azure datacenter network spans across 8 locations around the world including California, Texas, Illinois and Virginia in the US, Hong Kong & Singapore in Asia and Holland & Ireland in Europe.
- Safefood 360 is tightly integrated with the Azure platform and with that comes many inherent security and performance benefits these world class datacenters provide.

Technology & Compatibility

- Safefood 360 is a multi-tenanted stateless application employing the latest secure Microsoft .Net technologies. It utilizes a number of high capacity storage mechanisms including SQL Server 2012 in a federated environment.
- All Virtual Machine (VM) instances are running on the latest hardened Windows Servers with continuous update and patching cycles. The user interface is developed using pure ASP, XHTML and JavaScript requiring no third party browser plug-ins.
- This allows the software to be accessed from a variety of devices and operating systems including Windows, Mac, Linux and mobile and tablet devices.

Backup & Disaster Recovery

- Safefood 360 systems and data stores are backed up daily to secure offsite facilities provided by Amazon Web Services (S3).
- This ensures complete and speedy recovery in the highly unlikely event of data loss within primary systems. While our customers are not required to backup any data within Safefood 360 we do provide data export mechanisms throughout the platform.

Fault Tolerance & Redundancy

- Many aspects of the Safefood 360 platform are designed to be fault-tolerant and redundant. This means that each layer of our infrastructure is designed to continue operations in the event of failure, in most cases automatically, requiring no human intervention.
- The platform is monitored by the operations team 24x7 to detect any anomalies or potential issues. In the event of a catastrophic failure involving an entire datacenter, Safefood 360 will be made available at a backup location.

Privacy & Data Ownership

- Privacy is an integral part of our product development and service lifecycle and we responsibly manage the data we store on your behalf.
- We only use Customer Data to provide the services we are contracted to provide you. This may include troubleshooting aimed at preventing, detecting and repairing problems affecting the operation of the services, the improvement of features and the protection against emerging and evolving threats.
- We will not disclose Customer Data to any third party (including law enforcement, other government entity, or civil litigant) except as you direct or unless required by law. In the event that you wish to discontinue use of our services then all data belonging to you will be returned in a structured and useable format.

Security Encryption

- Security is our top priority and is a top priority for our customers. All data is encrypted in transit using 2048-bit Secure Socket Layer encryption with Extended Validation.
- This is a similar level of encryption used by financial institutions and the US Military. Numerous in-application security mechanisms are enforced including complex hashed passwords each stored with a unique SALT, immediate administrator notifications of security events and detailed audit logging.
- Two-factor authentication (IETF RFC 6238) through smartphone devices and SMS can be enabled at a user level or corporate wide.

Compliance & Data Retention

- The underlying system of Safefood 360 (Microsoft Azure) complies with numerous international codes for information security including the E.U. Data Protection Directive (95/46/EC), ISO/IEC 27001:2005, SSAE 16/ISAE 3402, HIPAA/HITECH and the PCI Data Security Standard.
- Additionally, Safefood 360 complies with the technical requirements of FDA 21 CFR Part 11 and EU Annex 11 dealing with the use of electronic data and electronic signatures in regulated environments.
- All customer data is retained indefinitely unless otherwise requested.

Permissions & Roles

- Safefood 360 provides horizontal role based permissions across the system which allows user access to be granted on a need to know basis.
- Individual modules can be locked down on a user level allowing proper separation of duties based upon job responsibility.
- Individual user access can be quickly revoked by an administrator in the event of a termination

Physical Network Security

- Each datacenter employs various measures to help protect operations from power failure, physical intrusion, and network outages.
- Network perimeters are protected by technical controls such as firewalls, filtering routers and Access Control Lists (ACLs) allowing access to only required services.
- 24 x 7 x 365 monitoring and surveillance, onsite security staff and strict access controls ensure continuity and security of service and operation.

Personnel Controls

- The people that build and operate Safefood 360 are perhaps the most important security feature of the platform.
- All of our software development personnel are trained and experienced in secure programming techniques.
- Technical support staff are prohibited from viewing the content of your data without explicit permission to do so.
- Background checks are performed on the limited number of employees with the required security privileges to access customer data.

Penetration Testing

- We are committed to implementing the best security practices across our service. We perform regular penetration tests, vulnerability scans and secure coding assessments using internationally recognized and accredited third party security specialists.
- This extends to testing our Distributed Denial of Service (DDOS) protection systems. Audit reports are available to our enterprise customers under a confidentiality agreement.
- We continually monitor and seek to improve our security systems to help ensure your information is always protected.

Integration

- For our larger enterprise clients we can undertake Enterprise Application Integration (EAI) projects to integrate with existing Line of Business (LOB) systems.
- These LOB systems include SAP, Oracle EBS, SQL Server and PeopleSoft. Other systems and data sources can be connected to using HTTP, SFTP and REST services.
- Each EAI implementation runs in a secure, dedicated per-tenant environment with expert technical controls and priority support.

Safefood 360° is the provider of food safety management software for industry leading food businesses



The Company's policy is one of continuous product Improvement and the right is reserved to modify the information contained herein without notice.

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