

ESdat Online FAQ

Security

ESdat Online features HTTPS, which is the Secure version of HTTP. All communication between ESdat Online via a web browser is encrypted and cannot be intercepted.

HTTPS is used by many organisations demanding secure connections with their clients, such as banks.

Standard Microsoft security protocols are implemented.

ESdat Online clients login by user name and password. Passwords are generated using the industry standard "SHA2" hashing algorithm, and are encrypted when stored in the database.

Failed password attempts are logged and the user is locked out after 3 failed password attempts. Only an admin user can re-enable a locked out user.

Hosting

ESdat Online is hosted on servers in Australia, the UK and North America.

Australia: Hosting is on APEX Host servers, located in the DataCom Data Centre, Melbourne.

UK: Hosting is on Microsoft Azure Western Europe Virtual Cloud Servers located in the Netherlands.

North America Hosting is on Microsoft Azure in Eastern Canada

These servers have in excess of 99,9% uptime

Data Backup

All servers are located in secure data centres, and are backed up daily by Microsoft. This is far more robust than onsite servers in many organisations.

In the unlikely case of an exceptional event (Act of God or Force Majeure) and data is lost, ESdat Online will take all reasonable steps to recover data.

ESdat Online clients have the option to download laboratory reports for storage elsewhere at any time.

Data Ownership

ESdat Online clients retain ownership of their data. ESdat Online provides hosting and functionality related to this data. ESdat Online clients have the option to delete data from the system at any time.

Support

Support is provided via email.

Terms and Conditions

This FAQ document is for information and clarity, and does not constitute any extension to the software's terms and conditions. <http://online.esdat.net/terms-conditions.html>