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RMTrack Hosted Service Data Security Policies and Practices

RMTrack takes its responsibilities towards protecting customer data extremely seriously. Please contact inquiries@rmtrack.com with any questions or concerns.

Physical Security

- We use dedicated servers from CogocoPeer1 (Toronto). For more information, please see: https://www.cogecopeer1.com

Application Security

- All hosted environments can only be accessed via Secure Sockets Layer (SSL)
- Access to each hosted environment is user id and password controlled
- Access to data within each site can be controlled at a 'Project' and 'Field' level through user group membership, set by the client site administrator
- Hosted environments are only accessed by RMTrack support staff to resolve specific customer support issues
- Each hosted environment uses a separate database (no co-mingling of customer data)

Server Security

- Network security is provided by SharkNet firewall (juniper systems), and each server runs Windows Firewall
- All servers have antivirus software enabled (MS)
- Windows updates are applied automatically

Data Protection

- All servers are configured to use RAID1 (mirroring) to guard against disk failures
- Each hosted environment database is backed up "disk to disk" nightly on the database server
- Each backup is encrypted and copied to a secondary server nightly
- Each encrypted backup is copied to secure offsite storage nightly (Amazon S3)

E-Commerce Security

- RMTrack uses a secure third party ecommerce supplier (Beanstream.com)
- Our ecommerce application never receives or stores customer credit card numbers, pins, or ccv numbers
- RMTrack staff do not have access to customer credit card numbers, pins, or ccv numbers

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