



## General

As an ISO 27001 certified company based in Germany, we have implemented a number of organisational and technical measures to protect your business-critical and personal data, also in terms of GDPR. With an uptime of 99.9%, we are featuring a high availability Software as a Service Solution for our customers. Our ISO 27001 certified data center is located in the European Union and subject to the General Data Protection Regulation (GDPR).



**ISO 27001**  
Information security

**ISO 9001**  
Quality management

## Data security

Our cloud based management software webman 2 has an anonymisation functionality which anonymizes all personal data after a period of days customizable by the client's administrator. In addition, personal data can also be anonymized manually through selecting a single user. This process overwrites the collected historical data's user names with the user „anonymized“, effectively breaking the connection between a certain person and the recorded events.

The type of personal data stored essentially depends on the client's choice. If the customer enters the first name, last name, e-mail address, location and gender when creating an user, this naturally generates a higher volume of personal data than when using pseudonyms without such sensible data. The overall evaluation of data takes place via inspection of either the historical log data or the report files of the client's administrators. This is carried out by an authorized person or special user groups with the appropriate access rights.

### Communication as a Service

#### Secured and Safe Communication

The communication between ecos products and the datacenter as well as the communication between data center and end user is secured via encrypted communication channels based on HTTPS/TLS 1.2 with strong cypher suites. ecos care based products come with a mobile communication, which automatically chooses the most stable communication network available at all times.

### Software as a Service

#### Software as a Service

Our cloud based management software ecos webman 2 mirrors the master data, historical data and settings stored on the respective concrete system to its database.

### Backup as a Service

#### Back up as a Service

As part of our Backup as a Service solution, we generate a weekly backup of which the user is informed by an e-mail containing the download link to the current backup. The backup file itself is encrypted and not readable by the user. In order to fulfill GDPR requirements, these backup files are getting overwritten every week. This process provides a powerful backup service to our clients. It allows an emergency recovery for the last 7 days and also the option to store their long term backups on their own, while maintaining full control over data retention.

## Security Audits and Penetration tests

Examples for security audits are the German secret service MAD through its federal cyber security agency the BSI and the French military Min-Def in the military context. The Swiss railway company SBB is a customer in critical infrastructure who also undertook pentests. Some customers undertake pentests of our solution ecos care on their own without our knowledge.