Security Practices

Effective: 27th March 2025

We take the security of your data very seriously at MachShip.

If you have additional questions regarding security, we are happy to answer them. Please write to **support@machship.com** and we will respond as quickly as we can.

Confidentiality

We place strict controls over our employees' access to the data you and your users make available via the MachShip services, as more specifically defined in your agreement with MachShip covering the use of the MachShip services ("**Customer Data**"), and are committed to ensuring that Customer Data is not seen by anyone who should not have access to it. The operation of the MachShip services requires that some employees have access to the systems which store and process Customer Data. For example, in order to diagnose a problem you are having with the MachShip services, we may need to access your Customer Data. These employees are prohibited from using these permissions to view Customer Data unless it is necessary to do so.

All of our employees and contract personnel are bound to our policies regarding Customer Data and we treat these issues as matters of the highest importance within our company.

Personnel Practices

MachShip employees receive privacy and security training during onboarding as well as on an ongoing basis. All employees are required to read and sign our confidentiality policy covering the security and confidentiality of the MachShip services.

Compliance

The environment that hosts the MachShip services maintains multiple certifications for its data Centres, including ISO 27001 compliance and PCI Certification. For more information about their certification and compliance, please contact us.

Security Features for Tenant Members & Administrators

In addition to the work we do at the infrastructure level, we provide Tenant Administrators of paid versions of the MachShip services with additional tools to enable their own users to protect their Customer Data.

Access Login

Detailed access logs are available both to users and administrators of paid tenants. We log every time an account signs in, noting the type of device used and the IP address of the connection.

Tenant Administrators and owners of paid tenants can review consolidated access logs for their whole tenant. We also make it easy for administrators to remotely terminate all connections and sign out all devices authenticated to the MachShip services at any time, on-demand.

Tenant-Wide Two-Factor Authentication

Tenant Administrators can require all users to set up two-factor authentication on their accounts. Instructions for doing this are available on our **Help Centre**.

Deletion of Customer Data

MachShip provides the option for workspace Primary Owners to delete Customer Data at any time during a subscription term. Within 24 hours of workspace Primary Owner initiated deletion, MachShip hard deletes all information from currently-running production systems (excluding tenant names, and search terms embedded in URLs in web server access logs). MachShip services backups are destroyed within 90 days.*

Return of Customer Data

Information about the export capabilities of the MachShip services can be requested by email.

Data Encryption In Transit and At Rest

The MachShip services support the latest recommended secure cipher suites and protocols to encrypt all traffic in transit. Customer Data is encrypted at rest.

We monitor the changing cryptographic landscape closely and work promptly to upgrade the service to respond to new cryptographic weaknesses as they are discovered and implement best practices as they evolve. For encryption in transit, we do this while also balancing the need for compatibility for older clients.

Availability

We understand that you rely on the MachShip services to work. While we don't warrant, represent or guarantee that MachShip will be entirely fault free or that it will be available 100% of the time, we're committed to making MachShip a highly-available service that you can count on. Our infrastructure runs on systems that are fault tolerant, for failures of individual servers or even entire data Centres. Our operations team tests disaster-recovery measures regularly and staffs an around-the-clock on-call team to quickly resolve unexpected incidents.

Disaster Recovery

Customer Data is stored redundantly at multiple locations in our hosting provider's data Centres to ensure availability. We have well-tested backup and restoration procedures, which allow recovery from a major disaster. Customer Data and our source code are automatically backed up nightly. The Operations team is alerted in case of a failure with this system. Backups are fully tested at least every 90 days to confirm that our processes and tools work as expected.

Logging

MachShip maintains an extensive, centralised logging environment in its production environment which contains information pertaining to security, monitoring, availability, access, and other metrics about the MachShip services. These logs are analysed for security events via automated monitoring software, overseen by the security team.

Incident Management & Response

In the event of a security breach, MachShip will promptly notify you of any unauthorised access to your Customer Data. MachShip has incident management policies and procedures in place to handle such an event.

Product Security Practices

New features, functionality, and design changes go through a security review process facilitated by the security team. In addition, our code is audited with automated static analysis software, tested, and manually peer-reviewed prior to being deployed to production. The security team works closely with development teams to resolve any additional security concerns that may arise during development.

*MachShip services backups are destroyed within 90 days, except that during an on-going investigation of an incident such period may be temporarily extended.

Contacting MachShip

Please also feel free to contact us if you have any questions about MachShip's Security Practices Policy. You may contact us at **support@machship.com** or at our mailing address below:

MachShip

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