Secure Opinion's Security Statement

Last Updated 29 August 2014

Backup Of Our Systems

We perform an overnight backup of all data to servers stored on a different site and operated by a separate third party.

Backup Of Your Content

You are responsible for making backups of your data. Within the Services there are features that enable you to download your content.

Connectivity

We chose a specialist 3rd party to provide our dedicated servers that has multiple high speed routes to multiple service providers. We use modern servers with 1GB ports and a guaranteed high speed connection to the Internet.

Continuity of Service

By using a specialist 3rd party to host our dedicated servers we can be assured that in the unlikely event of a mains failure, they have an advanced uninterrupted power supply (UPS) system that immediately provides clean and constant power to all dedicated servers, while diesel generators are also readily available and capable of running the data centre indefinitely.

Data Passed Through The Internet

We use standard Secure Socket Layer (SSL) to pass information between you and your respondents and our services. SSL provides both server authentication and data encryption.

How Are The Responses Stored

Each set of responses is encrypted using algorithms external to the database technology before being stored in our databases. This extra security ensures that if the database were ever to be compromised the information you have provided, and certain other components of the content, could not be extracted without the external algorithms used to encrypt them. These external algorithms are highly restricted.

Security Reviews

Once a week the director responsible for security matters reviews the current security procedures to ensure they meet any current or potential threats.

Software Environment

We use a 3 tier structure:

Top (User Interface) Level – We code in Java, HTML, ASP and ASP.NET

Operations Level – Data processed by a suite of bespoke dlls

Data Storage Level – SQL Server 2012 edition

User Authentication

Our Services logically segregate your content from that of others by using a variety of techniques. For security reasons we do not publicise or release details.

Prevention of Cross Site Scripting (XSS) Attacks

We use a range of techniques to help protect against XSS attacks.

Where Is The Content Stored

The data is stored in the UK by a trusted third party who have purpose-built UK data centres, with tight security procedures to limit data centre access to security-cleared personnel. This is enforced by extensive CCTV monitoring and access control systems, ensuring a safe and secure environment.

Your Responsibilities

It is your responsibility to make best efforts to secure your account by:

- Ensuring you use a complex password
- That if you store your password anywhere it is stored in a safe manner and place
- You change your password on a regular basis
- You take regular backups
- You store all backups you make in a safe and secure manner
- You always respect the content provided by your respondents and protect and preserve it in a way that you would want them to protect anything you have said

_____

Handling Security Breaches

Unfortunately due to the way the Internet works and the perverse minds of a few people and despite the best efforts of the good people, the digital world cannot be guaranteed as a perfect place and security breaches can happen. We can assure you that if Secure Opinion becomes aware of a security breach then we will make our best efforts to quickly resolve the problem and to keep you informed of a) What has happened b) Any impact on your content and finally once we have resolved the issue we will advise you of what we have done to prevent any recurrence of the problem.

Secure Opinion Ltd

Cheltenham Film and Photographic Studios

Hatherley Lane

Cheltenham, Glos GL51 6PN, England, United Kingdom