

## Whiskey Systems Security FAQ

Whiskey Systems Online is a web application hosted on Microsoft Azure –Microsoft’s cloud platform. As it is a “public cloud” environment, there are numerous considerations and questions you may have regarding access, data integrity, and security. This FAQ should help address these, but if you have any additional technical questions, please contact us directly.

### Does Whiskey Systems Use a Secure Connection?

Yes, Whiskey Systems uses standard SSL technology to provide a secure and trusted connection between the application server and clients. This is clearly denoted by the “Https” shown in the URL and certificate details are available on most web browsers. The encryption algorithm is AES 256. All communication to and from Whiskey Systems are secured through this method.

### Is My Data Secure?

**There are numerous security controls and features in place** on Microsoft Azure that are best addressed on the Microsoft Azure Trust Center: <http://azure.microsoft.com/en-us/support/trust-center/security/>. The term “secure” should not be confused with data encryption—Whiskey Systems does NOT encrypt data, with the exception of user credentials, at this time.

### Is Whiskey Systems’ Data Center Certified and/or Compliant with Any Standards?

While Whiskey Systems does **not** operate a data center or host any infrastructure, the Microsoft Azure platform is independently audited and verified by numerous parties and provides a complete listing of certifications and adherence to regulatory compliance programs here: <http://azure.microsoft.com/en-us/support/trust-center/compliance/>.

### Is My Data Backed Up and Recoverable?

Since Whiskey Systems uses Azure SQL Database (Standard Tier) there are numerous features in place to provide fault tolerance, data backups, and recovery of data should the need arise. At any time, there are multiple (3) replicas of Whiskey Systems’ database running in the same physical location to protect against hardware failure or the loss of an entire replica database. Point-In-Time restore is available in one hour increments with an estimated recovery time of 12 hours. In addition to this, Whiskey Systems does a complete database export every 24 hours to a different location to provide another means of recovery.

Even though Whiskey Systems has a great deal of redundancy and capabilities in place for data restoration, it must be remembered that Whiskey Systems is a multi-tenant application—**restorations of data will only be performed in case of disaster or system failure**. Data restoration is NOT performed on a single account basis so you are urged to take advantage of Whiskey Systems’ data export features if you wish to maintain a local copy of your data.

## Who Has Access to My Data?

Direct access to the Azure SQL Database is limited to the engineering staff at Whiskey Systems as needed to provide support and troubleshooting. Whiskey Systems will not share, exchange, or utilize your data for any other purposes. Access to your Whiskey Resources account is restricted to Whiskey Systems support staff only, as needed to provide support or troubleshooting.

## What Additional Steps Does Whiskey Systems Take for Security?

Security has been a central concern for Whiskey Systems from the beginning. As a multi-tenant application, this concern has been addressed through numerous design and implementation details, including but not limited to the following:

- Role-based security for administrators and users.
- Complete logging and change tracking, with time and user IDs
- Restricted Azure SQL Server management IPs
- Password complexity and length requirements for all users
- User account verification
- Adherence to a standard development → test → production sequence for new releases
- Anti-forgery tokens

## What About My Credit Card Information?

Whiskey Systems utilizes Stripe to process all credit card payments and never stores your payment data on our systems. Stripe is PCI Service Provide Level 1 certified. We only communicate with Stripe using an SSL connection, and your data is submitted from your browser directly to Stripe using SSL as well. For more details on Stripe's security measures, please see <https://stripe.com/help/security>.

## Does Whiskey Systems Guarantee an Uptime?

With the Microsoft Azure platform, server and database infrastructure uptime is 99.95%. **However the same is not true of public internet infrastructure.** Since many ISPs cannot or do not provide a quantitative uptime guarantee, especially for consumer grade services, we cannot carry such a guarantee either. While every effort is made to make sure Whiskey Systems is available whenever you need it, we are not able to assure a specific end-to-end SLA due to the variety of factors that are out of our control. Whiskey Systems should be considered a "SaaS Production System" and is not meant to serve as a Mission Critical or Business Critical on premise system.