

# General Security Measures

## 1. Data Centers

Ecocarrier data centers are located in enterprise-class data centers at top-tier data center providers in USA and Europe. All data centers provide the full range of hosting facility features such as fully redundant power as well as the highest levels of security.

Ecocarrier replicates data over multiple systems to help to protect against accidental destruction or loss. Ecocarrier has designed and regularly plans and tests its business continuity planning and disaster recovery programs.

## 2. Network and transmission

Data centers are typically connected via high-speed private links to provide secure and fast data transfer between data centers. This is designed to prevent data from being read, copied, altered or removed without authorization during electronic transfer or transport or while being recorded onto data storage media. Ecocarrier transfers data via Internet standard protocols.

Our data centers contain redundant network connectivity with multiple Internet Service Providers, and employs robust routing to allow network traffic to take the best path. Ecocarrier makes HTTPS encryption (also referred to as SSL or TLS connection) available.

## 3. Access controls

Network access to and from Ecocarrier applications is controlled by dedicated firewall devices, Intrusion Detection/Prevention Systems (IDS/IPS), Access Control Lists (ACLs). Employee access to Ecocarrier production servers require use of a secure channel.

## 4. Data storage and transport

Customer data in transit is encrypted using high grade TLS encryption.

Ecocarrier uses effective and efficient storage-based technologies that enable daily “snapshot” backups. These can be used within a data center for quick data recovery. For offsite backups, we mirror all production data to data centers at least once every 24 hours or less.

## 5. Business Continuity Plan and Disaster Recovery (DR)

Ecocarrier’s data protection measures, high availability and built-in redundancy are designed to ensure application availability and protect information from accidental loss or destruction.

Our data centers have redundant power, fire prevention, network paths and generators to survive moderate disaster scenarios.

- We have local and offsite backups for all data centers.
- All Ecocarrier networking, storage, servers and databases, power and network paths are redundant within a data center and can survive hardware failures.

Ecocarrier load-balances at every tier in the infrastructure, from the network to the database servers. Application server clusters are enabled to ensure that servers can fail without interrupting the user experience. Database servers are clustered for failover. DR plan incorporates geographic failover between USA data centers and European data centers.