

vintrace FAQ: Data and Server Redundancy

Purpose:

This document answers frequently asked questions relating to customer data and server redundancy.

Q Who owns the data we enter into vintrace?

As a vintrace customer, you own the data you enter into vintrace, however it is stored in a proprietary table structure / database schema, specific to the vintrace application.

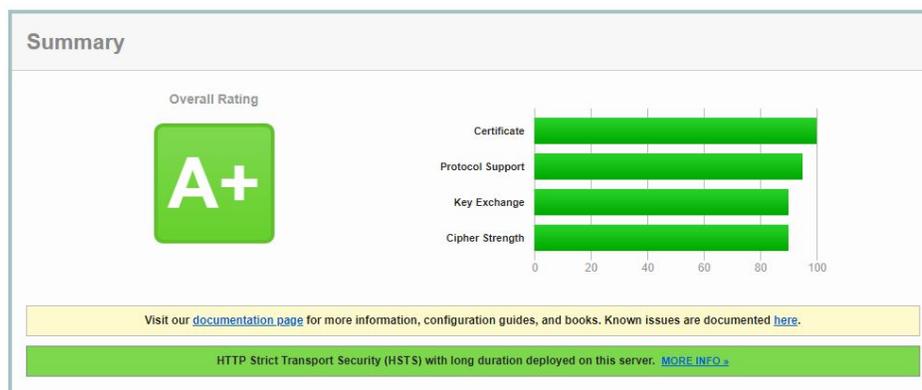
Q Is my data shared with other customers?

Each customer's data is stored in a separate database.

Q What protection is in place to keep our data private?

As well as storing each customer's data in its own database, you access vintrace via an HTTPS connection, which uses 2048 bit public key encryption, so all the communications between your computer and our servers is safe and secure. Our backup mechanism also use encrypted channels.

We ensure all web endpoints are compliant to the highest of HTTPS standards without affecting client compatibility. This can be checked at Qualys SSL Lab tests against any of our production endpoints: <https://www.ssllabs.com/ssltest/analyze.html?d=tryus.vinx2.net>



Q What happens to our data if vintrace ceases to provide its Winery Software service?

In the unlikely event that this were to happen, your data could be exported in CSV/Excel format which could be used to import your data into a different production system. We intend on sticking around for a long time to come though!

Q Can you explain what measures are in place to provide server redundancy in the event of a hardware or hosting failure?

vintrace production servers are hosted at AWS (Amazon Web Services). AWS are well known for providing many levels of redundancy, including access to multiple backbone network providers, generator backup power, state-of-the-art environmental controls, and are compliant to many standards including CSA, ISO 27001 and PCI-DSS.

We take regular full system snapshots and database dumps into redundant storage across two or more data centers. Our servers run on AWS EC2 (Elastic Compute Cloud) instances, allowing us to quickly restore a full system in any of the regional data centers in the case of a disaster. We run quarterly tests of full system recovery to ensure this mechanism works.

More information around AWS data center redundancy and compliance can be found at <https://aws.amazon.com/compliance>.

Q Is there a diagram which shows the production setup and explains the backup and redundancy mechanisms?

The diagram on the next page should help explain this in more detail.

