

DATA SECURITY

PROTECTING YOUR DATA

We're committed to the security of our customers' data and provide multiple layers of protection for the personal and health information you trust to MySMARTOH

YOU CONTROL ACCESS

As a MySMARTOH customer you have the flexibility to invite users (subject to our subscription package) into your account to collaborate on your data, and the person that holds the subscription has control over who has access and what they are able to do. Our customer support staff cannot access your information unless you invite them to help. Please see our privacy policy for further information.

DATA ENCRYPTION

We encrypt all data that goes between you and MySMARTOH using industry-standard TLS (Transport Layer Security), protecting your personal and health data. Your data is also encrypted at rest when it is stored on our servers, and encrypted when we transfer it between data centres for backup and replication.

NETWORK PROTECTION

MySMARTOH takes an aggressive approach to protecting our systems and your data. Multiple layers of security controls protect access to and within our environment, including firewalls, intrusion protection systems and network segregation. MySMARTOH security services are configured, monitored and maintained according to industry best practice. We partner with industry-leading security vendors to leverage their expertise and global threat intelligence to protect our systems

SECURE DATA CENTRES

MySMARTOH servers are located within enterprise-grade hosting facilities that employ robust physical security controls to prevent physical access to the servers they house. These controls include 24/7/365 monitoring and surveillance, on-site security staff and regular ongoing security audits. MySMARTOH maintains multiple geographically separated data replicas and hosting environments to minimise the risk of data loss or outages.

SECURITY MONITORING

MySMARTOH Security team continuously monitors security systems, event logs, notifications and alerts from all systems to identify and manage threats.