



| SYSTEM & SECURITY POLICY



| SYSTEM & SECURITY

BACKUPS. REDUNDANCY. ARCHIVING,. SECURITY. DATA. INFRASTRUCTURE.

Backups

Backups contain a copy of the current configuration, Aeronet version, database and files required to restore your site in case of failure.

We can restore your site within one working day to alternative infrastructure (and different region), if for any reason the current environment becomes unsuitable.

Archiving

Keeping multiple copies of a back up is called an archive. This enables us to restore last months version if any undesired data makes it to the backup. We include twelve backups in a rotating cycle. Six daily (Sunday - Friday), four weekly (Saturday), two monthly (First of each month).

Security

Security is about protecting your data against physical and electronic attacks and unauthorized access. Aeronet takes security very seriously and has measures in place to constantly monitor our services and to mitigate threats.

Data

Data is both the records in the database and the attachments that make up your Aeronet (not including the source code or Aeronet's IP). The data is owned by the subscriber forever. The included Aeronet data package is 1 GB. (We don't share your data with any third-party companies. If you have data sovereignty requirements you can request that we host your site in a specific country or region.)

Infrastructure

Aeronet is a cloud-first solution using Amazon Web Services (AWS) for hosting our servers, databases and serverless applications. We use Elastic Cloud for monitoring, logging and analytics, and Sentry for error reporting.



BACKUPS

Backups of all production Aeronet sites are performed nightly at approximately 4 am local time to minimize disruption.

A backup contains a complete copy of the current configuration, Aeronet version, database and files required to restore your site in case of failure.

When the size of the backup exceeds 1 GB, the attachments folder is only backed up on a Saturday unless an additional option is requested. Record data is backed up daily regardless of size.

All backups are stored securely in AWS S3.

Additional Options include (per month) - Available on request :

Twice daily backups

Database replication

Daily data folder (including attachments) backups exceeding 1 GB

Daily data folder (including attachments) backups exceeding 5 GB



ARCHIVING

Keeping multiple copies of a backup is called an archive. This enables us to restore historical versions of your site if production data is corrupted or you require access to a version of your site at some previous point in time.

We retain twelve backups in a rotating cycle.

Included in subscription price:

A daily back for one week

A weekly for one month

A monthly backup for 2 months

Additional options include (per month):

Monthly backups for a year

Yearly backups for seven years

Daily data folder (including attachments) backups exceeding 1 GB

Daily data folder (including attachments) backups exceeding 5 GB



SECURITY

Electronic:

Aeronet sites are deployed into separate Virtual Private Networks (VPC) per region and environment. This ensures a separation between development, test and production environments.

Aeronet staff have limited access, and only to the environments they require.

External access to AWS services such as our web servers is controlled tightly using AWS Security Groups to restrict access to only required ports.

SSH access to web servers is secured with SSH key only - root account and password access are disabled. Repeated failed attempts to access our servers results in the IP address getting banned for a period of time. (This also mitigates against DDOS attacks)

Physical:

All infrastructure will be housed on AWS.

AWS has achieved ISO 27001 certification and has been validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). AWS undergo annual SOC 1 audits and have been successfully evaluated at the Moderate level for US Federal government systems as well as DIACAP Level 2 for DoD systems.

The following documents the physical security measure in place at AWS
https://media.amazonwebservices.com/pdf/AWS_Security_Whitepaper.pdf

Further information is available here...
<http://aws.amazon.com/security/>



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DATA

Data is both the records in the database and the attachments that make up the Aeronet install excluding code. The data is owned by the subscriber forever. Included Aeronet data package is 0 - 1 GB.

Additional Options include:

1 - 5 GB Data Package

5 - 20 GB Data Package

> 20 GB Data Package



| SYSTEM & SECURITY

INFRASTRUCTURE

Aeronet is a cloud-first solution using Amazon Web Services (AWS) for hosting our servers, databases and serverless applications. Additional third-party services we use include Elastic Cloud for monitoring, logging and analytics, and Sentry for error reporting.

Additional infrastructure options are available.

Additional Options include:

Additional production site

Test site - Copy of Live site every new release

Training site - A copy of Live site every night.

Development site - Access to the latest code

Dedicated server



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