

Data Security Policy

This document explains how and where your data is stored when you use ThenMedia CentrePointCMS, or a ThenMedia product such as Loudhailer or Chrestos. The information detailed in this document also applies to any bespoke system created by ThenMedia using our core cloud computing system.

Hardware & software

ThenMedia Limited operates a number of virtual & physical servers stored at two locations in the UK. Both locations are secure buildings with limited access and state of the art security systems.

The virtual servers are stored at the IFL Colocation & Data Centre, Manchester, supported by TelecityGroup. The physical servers are used primarily as offsite backup for the virtual servers and are located at the IC Data Centre, Keele University.

The servers we use are owned and managed by ThenMedia Limited, no third party companies or organisations have access to the systems. However, it is sometimes necessary for independent contractors to be given temporary limited access to perform upgrades or maintenance.

Webservers are protected by FortiGate 310B industrial strength firewalls, with access to commonly exploited ports such as FTP (21) and SSH (22) restricted to ThenMedia static IP addresses only.

All cloud data is stored using MySQL and accessed via a custom CMS (content management system) CentrePointCMS developed by ThenMedia using PHP/Ajax. All systems run a customised version of Debian/Ubuntu, a Linux based operating system chosen for security, speed and reliability.

Data capture & storage

Captured data is stored using a MySQL database. If the required information includes any banking details, SSL encryption is available at an additional cost. Once stored, all data is backed up incrementally on a daily basis, and full disk ISO backups are created weekly.

By default, access to data is restricted to everyone except the cloud administrator. The cloud administrator will be allocated as your contract is finalised. He/She signs into the private cloud using an encrypted password, and is then free to create additional users and grant permissions if required. ThenMedia cannot read any passwords, although we can reset them if required.

We take every care to ensure that your data is stored safely and securely. However, ThenMedia accepts no liability for any losses incurred through loss of data. There are tools provided for administrators to download spreadsheets of core user information, we recommend that customers download and archive these spreadsheets periodically.

Monitoring & cookies

Access to your cloud is logged for one year. Irregular sign-in requests will be reported, and multiple incorrect sign-in attempts will result in an automatic IP address block. For further information speak to John Gunstone at ThenMedia. For details of our cookie policy, both on our website and the websites we create, visit the page below:

<http://www.thenmedia.co.uk/company/cookie-policy.html>