

## ShipServ Safety & Security

### Common Questions

ShipServ uses leading systems, safeguards, and management procedures to ensure your data is handled in a reliable and confidential manner. We answer below the five most commonly asked questions about security and safety.

### Can your data be lost? What prevents the system being unavailable?

We minimise the risk of your data getting lost by seeking n+1 redundancy (having one more solution / system than is needed):

- Using leading hosting facilities for our servers:
  - Located in secure bomb-proof buildings
  - Back-up power supplies
  - Multiple, powerful internet connections also ensures high speed connection
- Using major brand hardware (Sun servers) and software (Oracle databases)
- Using servers with mirrored hard drives and power supplies meaning that if one fails the other takes over
- Making data back-ups every day to an offsite facility.

### Can another user (buyer or supplier) access your data (e.g. your prices)? Can an outsider hack into and destroy or damage your data?

We minimise the risk of your data being seen or misused by another customer or a third party by:

- ShipServ systems are audited regularly for internal and external security vulnerabilities
- Your electronic documents are not sent by e-mail and so are not exposed to the risks inherent in this transmission method
- ShipServ systems' infrastructure, including firewalls, is constantly updated with the latest vendor patches, for maximum security and robustness
- Access to user applications requires a user ID and password. These can be changed at any time (with proper verification of the user authority to request such changes)

### What can ShipServ do with your data?

Our access to your data is controlled as follows

- All physical and electronic access to ShipServ systems infrastructure is controlled by a single Security Coordinator
- ShipServ employees and contractors are security cleared by ShipServ Management
- Access policy for customer data is subject to management controls, which restrict access to specific individuals, and only for specifically authorized purposes such as troubleshooting
- ShipServ has a published privacy policy (available on our website), which sets out the use which ShipServ may make of the data, which essentially limits its use to statistical purposes provided that no customer can be identified.

### Reliability Record

- ShipServ's systems have been available 99.95% of the time
- The longest time that the system has been unavailable is 2 hours
- The longest period that ShipServ facility has been available without unexpected interruption is 320 days

### Technical Briefing Series

- MTMLink - Developer's Guide
- MTML Adapter - Developer's Guide
- ShipServ Security & Safety

Available under product Information in the Customer Centre on [www.shipserv.com](http://www.shipserv.com)