

Data Security & Confidentiality

At Answertree, we prioritise the security and confidentiality of our customers' data through a comprehensive and layered approach.

- All customer data is fully partitioned
- All data access is controlled and audited

Here is a summary of the measures we have in place:

1. Backend Infrastructure:

- Our application is hosted in a managed environment with automated security updates, high availability, and scalability. Infrastructure includes regular security audits and compliance with industry standards.

2. Database:

- Continuous monitoring and automated backups.
- Security Features: Point-in-time recovery (PITR) to ensure data integrity and resilience. Automated backups and maintenance ensure the database is protected against data loss and breaches.

3. Vector Database:

- Data Segregation: Each customer's data is stored in a separate index, ensuring data isolation and enhancing security.

4. AI Services:

- Embeddings: Infrastructure follows stringent security protocols to protect data integrity and confidentiality.

5. Content Delivery and Security:

- Caching and CDN: We utilise a global edge network to cache and deliver content efficiently and securely.

- **DDoS Protection:** Robust protection against distributed denial-of-service (DDoS) attacks, safeguarding our application and ensuring availability.
- **Additional Security Features:** various security enhancements such as SSL/TLS encryption, Web Application Firewall (WAF), and bot management to protect against a wide range of threats.

6. Object Storage:

- Large files and static assets benefit from a secure, resilient, and highly available storage solution.

Compliance and Accreditation

- **ISO 27001 Certified:** We are proud to have achieved ISO 27001:2022 certification, validating our dedication to a robust Information Security Management (ISMS) and data protection practices.
- **ISO 9001 Certified:** We are proud to have achieved ISO 9001:2015 certification, validating our commitment to maintaining a high-quality management system and consistently delivering products and services that meet customer and regulatory requirements.
- **CyberEssentials:** We have obtained CyberEssentials accreditation from the UK government, demonstrating our commitment to cybersecurity hygiene and protection against common cyber threats.
- **ICO Registered:** We are registered with the UK Information Commissioner's Office (ICO), reflecting our compliance with data protection regulations and our commitment to handling personal data responsibly and transparently.

