



Oz-eCommerce Solutions provides and strictly adheres to the following security policies, services and equipment.

SECURITY STATEMENT

1. Network Security

- 1.1. All unrestricted services that run on our servers are run as unprivileged users.
- 1.2. Interactive Access to Servers – secure shell access is only available to authorised senior staff, by way of a 2048 bit DSA key. Telnet access or ssh access via password is not permitted.
- 1.3. FTP access to Servers – only authorised senior staff have ftp access to the root level and this is only via sftp (ie via ssh key). Clients with ftp access, can only access their own directory, as we use chroot to lock out any lower levels.
- 1.4. CGI – any customer supplied cgi scripts must be fully audited before being allowed on our server.
- 1.5. PHP – php pages are only available to customers who can demonstrate they understand the security issues involved. We reserve the right to remove any pages that we deem to be a potential threat to the security of our systems.
- 1.6. Server Software Upgrades – our servers are kept updated with required software upgrades/patches, to ensure security of our systems.

2. Physical Security

- 2.1. Access – physical access to the servers is only permitted under the supervision of authorised senior staff.
- 2.2. Power Protection – core systems are protected by online UPS, with generator backup. Co-located servers have standby UPS with automatic shutdown in the case of power outage.
- 2.3. Fire - Premises are protected by fire alarms and fire extinguisher system.

3. Backup – full backups of systems are done daily and encrypted before being sent to an offsite location, via an AES encrypted VPN.

4. VPN Access - Sensitive Systems are protected behind our firewall, and access is only permitted via AES encrypted VPN access. Access to the VPN is only available by TLS certificates, with two way authentication. Certificates are signed by our internal CA key. The CA key is kept offline at all times. Signing of CSR's by the CA key is a manual process undertaken by authorised senior staff only.

5. SSL Server – we support SSL encrypted web hosting. We have a Thawte signed certificate for <https://www.oz-e.com.au/> on which we can host customer pages/forms that require a secure connection. Alternatively customers can obtain their own SSL certificate for their domain.