



eNet Application Data Security

All Products





Security Certification

eCom Learning Solutions holds the following certifications which demonstrate our commitment to data security and secure practices across the organisation.

- ▶ Cyber Essentials
- ▶ Cyber Essentials Plus
- ▶ Cyber Assurance Level 1

Disaster Recovery

As well as having a comprehensive set of backup processes, we also provide cross-region data centre failover which ensures in the event of a data centre outage, we can re-establish services promptly. We run disaster recovery drills twice per year, whereby we will test failover. We monitor backup integrity on a weekly basis and ensure that our backups are working smoothly.

Security Awareness and Training

Our delivery teams are all versed in security considerations with an internal training plan which all staff are enrolled into to learn about how to conduct penetration tests and increase their overall awareness of security risks. We also run internal workshops on a recurring basis to cover emerging security threats and new practices for risk prevention. This empowers our teams to all have a security conscious mind when it comes to providing a service for our customers.

Data Residency

By default, all our application data is held within the UK and Europe with all our hosting services held within Microsoft Azure. Upon request, we can offer additional, or alternative regions as required and will seek to comply with relevant data requirements.

Service Level Agreement & Support

As a baseline we aim to provide a 99.9% uptime for our services with support provided between the hours of 08:00 and 18:00 UK time, Monday to Friday. Increased levels of service level agreement can be purchased upon request, including guarantees.

Penetration Testing

We have an annual penetration test conducted across all our product range by a third-party organisation who is CREST or CHECK certified. We also run penetration test software internally so that we can align change management along with security tests. Examples of this would be if we introduced a new feature or adjusted an existing function of the system.

Encryption & Data Protection Mechanisms (At rest, and in-transit)

All data is held encrypted at rest within our platforms, using Transparent Data Encryption (TDE) at a database level. We also employ minimum TLS versions and enforced SSL/HTTPS which ensures that data is secure in-transit.

GDPR & Data Protection

To uphold our commitment to upholding GDPR and Data Protection requirements – we obtained and renew Cyber Assurance Level 1 which covers many GDPR requirements to demonstrate eCom Learning Solutions has the relevant controls in place to enforce GDPR.