



# SECURITY FAQ

## **What is The Cloud?**

The cloud refers to software and services that run on the internet instead of your computer. The cloud is an optimal way to run software so that updates can easily be pushed and load times are faster.

## **Does AkitaBox have a company security policy?**

Reference the AkitaBox [Terms of Use](#).

## **How does AkitaBox use customer data?**

Reference the AkitaBox [Privacy Policy](#).

## **Does AkitaBox have multi-factor authentication (MFA)?**

AkitaBox does not currently have MFA. However, it is on our list of features to implement.

## **Where are the AkitaBox servers located?**

AkitaBox uses [Amazon Web Services](#) (AWS) servers that are located in the United States.

## **How does AkitaBox store passwords and user data?**

AkitaBox stores passwords and user data in protected database servers located in the United States. AkitaBox does not store passwords in plaintext. AkitaBox [salts and hashes passwords](#) so that they are not identifiable to anyone (including AkitaBox database administrators).

## **How does AkitaBox backup user data?**

AkitaBox provides live redundancy for user data with 3x database replication. Additionally, AkitaBox continuously creates real-time backups of user data for point-in-time recovery in the event of a disaster.

## **How and where does AkitaBox store files and documents?**

AkitaBox stores documents using [Amazon Simple Storage Service](#) (S3). AkitaBox documents are encrypted on Amazon S3 servers using 256-bit Advanced Encryption Standard with rotating encryption keys. AkitaBox documents are located in Amazon S3 servers located in the United States.

## **How does AkitaBox backup documents? What level of data durability do you provide?**

AkitaBox stores documents using [Amazon Simple Storage Service](#) (S3). Amazon S3 provides durable infrastructure that is designed for durability of 99.999%. Amazon S3 data is redundantly stored across multiple facilities and multiple devices in each facility. AkitaBox stores backup copies of documents in S3 to allow recovery of inadvertently deleted documents for up to 90 days.

## **Who has access to my building data in AkitaBox?**

Clients control which people have access to their building data by inviting desired collaborators to their building and assigning appropriate permissions (read only, write and administrator). Access to customer data within the AkitaBox team is restricted to technical staff for application administration purposes only.

## **How does AkitaBox ensure web traffic is secure?**

Web traffic both to and from AkitaBox is encrypted using [HTTPS](#).

## **What is your service level agreement (SLA) for uptime?**

We guarantee 99.5% of uptime per the AkitaBox [Terms of Use](#).

## **Is AkitaBox unavailable when updates are made?**

AkitaBox performs the majority of its updates without service interruption. AkitaBox provides its customers with at least 24 hours notice for scheduled maintenance per the [Terms of Use](#).

## **How often does AkitaBox update its software?**

AkitaBox frequently updates its software - sometimes multiple times per day.

## **What should I do if AkitaBox is not working? How can I talk with AkitaBox customer support?**

Try refreshing the page. If that does not fix your issue, contact AkitaBox using one of the following methods:

1. Call AkitaBox support at 628.400.1778
2. Email AkitaBox support at [support@akitabox.com](mailto:support@akitabox.com).

## **Do you keep an audit trail of which users performed what actions when?**

### **How can I view this information?**

Yes. Changes to items are tracked within AkitaBox. Updates to items are visible in AkitaBox in the “Activity” tabs. A comprehensive audit trail for user actions can be provided on request for a fee.

## **What is the termination or ‘exit process’ from AkitaBox?**

Files and data in AkitaBox can be downloaded and then removed from AkitaBox by users with proper access permissions.