IT & Security FAQs

Overview

The Centro ASSIST web application is a 'Software as a Service' (SaaS) offering. We develop the product locally and host through secure servers in Australia.

Provisioning Process

Each customer has a unique URL hosted on a shared server. New instances of the web app can be provisioned within days of a customer agreeing to our T&Cs.

Data Storage

Located in Australia East region (NSW). Some data is located in Australia Southeast (VIC) for redundancy.

Data Separation

Each customer's data is separated with individual databases.

Data Encryption

The data is encrypted at rest, in transit and in backups.

Data Recovery

On request. Specific requirements may incur additional fees.

Back-Ups

Standard daily back-ups are retained for 1 month.

Customer Data

Customer data is deleted on our servers after a grace period after the termination of our service. We have a strict 'no customer data' policy in place for our development environments.

Vulnerability Testing

A regular and routine program of vulnerability testing is executed on a monthly basis.

Penetration Testing

Annual penetration testing is conducted with a certified 3rd party. Results are reviewed and any improvement opportunities are added to our ongoing continuous improvement program.

Single Sign-On

We integrate with Azure AD for enterprise authentication.

ISO 27001

The datacentre hosting providers are certified for ISO27001. We are currently in the process of acquiring our ISO27001 certification and expect this to be formally recognised in Q1 2023.

Policies and Processes

We maintain a controlled set of policies and processes that are regularly reviewed that support our data and security practices.

Audits

We belong to the Volaris Group of companies who maintain a Governance Risk Compliance (GRC) program that includes an annual audit.

Cyber Insurance

Yes, and current.

End point security

We protect and monitor all our PCs and servers with enterprise grade security solutions.

Personal Identifiable Information

We store minimal details (name, email) of users of the web app. This data is encrypted during transit and at rest.

Development Team

Predominately from our offices in North Sydney, NSW but may include some remote (Australian) resources. We 'near shore' some of our quality assurance team.

Maintenance Windows

Scheduled maintenance is communicated in advance with downtime outside of business hours (Sydney time).

Support Team

Local Australian support. Available via phone and email.