



ApplicatieLink

SECURITY & AVAILABILITY POLICY

Dutch and English version

The Security & Availability Policy was originally drafted in Dutch. The English version is for convenience only. In case of conflict between the Dutch and the English version, the Dutch version prevails.

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INTRODUCTION

Security is extremely important to ApplicatieLink and is therefore always very high on the agenda. ApplicatieLink has taken security measures to control safety. In addition, ApplicatieLink constantly monitors its processes in order to do everything possible to ensure that its ApplicatieLink service is available to its clients at all times.

PRODUCT

ApplicatieLink is an online platform (cloud middleware solution) that offers integration services between different software systems/applications/tools for automating administrative processes. This makes ApplicatieLink the pivot between different software solutions, whereby users keep control and overview over the various administrative processes within the organization.

Clients can log in to their own ApplicatieLink environment (online), after which they can easily process information between the linked software solutions via the ApplicatieLink service.

INTEGRATION (ONLINE) SOFTWARE SOLUTIONS

A direct link is made from the ApplicatieLink environment to the linked software solution. ApplicatieLink relies on the secure methods offered by the online software system.

PROCESSED DATA

Depending on the created link/integration used, we obtain relevant information from the linked software solutions for processing.

Information is read in its entirety using an API. The ApplicatieLink service uses this data automatically, without human intervention, to process information between software solutions as defined by the client.

With semi-automated integrations, the client must upload documents in the form of an invoice. This may contain personal data, such as contact persons or contact details. The uploaded file is not stored on the ApplicatieLink servers.

The client determines which information is processed in the ApplicatieLink service. ApplicatieLink does not check the data and will only view data at the request of the client, for example if this is necessary to answer a question posed to the service desk of ApplicatieLink.

DATACENTER & HOSTING

ApplicatieLink hosts its cloud solution at TransIP and on the public cloud of Microsoft Azure, with ApplicatieLink making maximum use of Azure's PaaS (Platform as a Service) services.

Infrastructure-level security is handled by Azure, greatly reducing the risk of configuration errors and other security risks.

The Azure location that ApplicatieLink uses is hosted in Western Europe (Amsterdam). For more information about Microsoft Azure security measures, see:

<https://www.microsoft.com/en-us/trustcenter/cloudservices/azure>

BACKUP

All databases run on the SQL (Azure) platform. This platform offers built-in redundancy, backup and restore options. These backups are made daily and are stored for 30 days.

MONITORING

The following processes within the ApplicatieLink service are continuously monitored:

- Infrastructure availability;
- Average website response time;
- Response time of the ApplicatieLink service.

CONTINUITY MONITORING

To manage calamities, ApplicatieLink has drawn up a continuity plan, based on which action can be taken to get the affected business process working and available again as quickly as possible.