

# **Technical organisational measures (TOMs)**

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## **Data storage and hosting**

Softr uses Amazon Web Services (AWS) as datacenter, which means it benefit from some of the most comprehensive security practices and compliance certifications that exists.

As a German company, Softr takes data security and privacy very seriously, and therefore keeps as much data storage as possible inside the borders of the EU. The datacenter is therefore located in Germany and is SOC 1, SOC 2, and ISO 27001 certified with 24/7 operations and enterprise-grade security.

Read more about AWS security [here](#).

## **Network and system security**

When you visit the Softr website, Softr studio or use one of the Softr apps, the transmission of information between your device and Softr servers is protected using 256-bit TLS encryption.

Softr servers are located in the Germany, in datacenter that is SOC 1, SOC 2 and ISO 27001 certified. See more on [Data storage and hosting](#).

### Other security measures

- All passwords are stored using salts one-way cryptographic industry standard hashing functions
- Separately hosted Studio and sites/web-apps
- Administrative access to server systems is provided via encrypted connections

## **Payment details**

Softr uses Stripe to process and store payment details which means Softr never directly handles your payment details. Stripe is a PCI Level 1 Certified payment processor which is the most stringent level of certification available in the payments industry.

You can [read more about security at Stripe here](#).

## **Availability**

In order to support availability of the service, Softr utilises Amazon Web Services (AWS) auto scaling, AWS availability zones, extensive application and infrastructure monitoring.

Softr maintains backups of the data stores, including Customer Data, that support the core functionalities of the Softr application.

## **Access control**

Softr restricts access to personal data only to own employees and contractors who need to know this information in order to operate, develop or improve own services. Only a select few have access to the servers where data is stored. Softr goes to great lengths to ensure the right balance between support and secure infrastructure.