Architecture, Hosting and Data Security

Architecture

We take the protection of our customers' data extremely seriously and follow all industry recommended best practices with regards to data security and privacy, with our technology partner operating our service to ISO 9001:2008, ISO 27001:2013 and ITIL compliant standards.

While the exact details of many elements of our products are kept private as a part of our information security and threat management policies, we've compiled the following information to address some of the questions frequently asked by our customers.

Our service is continually being updated to provide new features to customers and combat an ever evolving landscape of internet threats. It's built using modern architectural principles and is frequently assessed to ensure that your data remains safe.

Hosting

We operate our services exclusively across multiple, Tier 4 data centres which means that all components are fully fault-tolerant, including (but not limited to) internet uplinks, storage, cooling, power and servers.

Our data centre partner holds over 15 compliance certifications and has been approved for use on over 20 governmental frameworks. Our primary data-centre also features direct connectivity with JANET, the UK's Research and Education Network, for the best possible experience from connected education establishments.

Access to this environment is tightly controlled and limited to a small number of DevOps engineers and senior developers.

Backups of data are taken frequently and stored in multiple data centres to assure availability through an entire data centre failure. Data is exclusively hosted within the European Economic Area to simplify compliance with the UK Data Protection Act.

Encryption

While some data may be served from MarvellousMe in an un-encrypted fashion to ensure we provide the best possible experience, all user specific data is transmitted to and from our data centres using 2048-bit RSA, SHA-256 encryption.

The cipher suites supported by our service are also constantly being evaluated to ensure that we provide the best possible security, while continuing to support the widest range of clients.

Further Information

Our privacy policy can be found on our website at http://www.marvellousme.com/privacy-policy.

MarvellousMe is a trading name of MarvellousMe Ltd, a company registered in England under number 0878223.