



WINDWARD SYSTEM FIVE ON CLOUD DATA MANAGEMENT PRACTICES

Windward Software takes data management extremely seriously. The *Windward System Five on Cloud* service has been continuously improved both in operations and security over the three years it has been used in production. During this time, we have developed tight data management procedures that follow best practices in the industry.

Windward Software is a Microsoft-certified Cloud Hosting and Remote Desktop Provider. To provide the best service possible, Windward Software utilizes Microsoft Azure Platform, and our engineers have collaborated directly with Microsoft engineers in construction and management practices to create a truly unique environment that is best suited for the *Windward System Five on Cloud* service.

BACKUPS & RECOVERY

An automated backup is performed each night, and a minimum of 10 days of backups are held at any one time. Backups are held in a different physical region than where the primary data is located, and an individual backup vault is used for each Subscriber.

Data is encrypted when transferred to and stored in the backup vault using AES256 encryption. In an emergency, data can typically be restored within 30 minutes of request made to our Cloud Operations Technicians. Backups are continuously and automatically monitored, and our Cloud Technicians are automatically and immediately alerted in case of a failure.

DATA ACCESS

A part of the Windward Software tight data management policies is to restrict access to the data unless specifically required. A subscriber can designate specific users that should possess data access privileges. This access is only via direct login to the Subscriber's server, ensuring for a "just in time" data access policy.

All other users do not receive direct access to the data, ensuring security privileges follow the settings as configured within *Windward System Five*. As part of our tight data management policies, Windward Software staff only access Subscriber data for the purposes of delivering the *Windward System Five on Cloud* solution or when specifically authorized by the Subscriber for the purposes of technical support or other services as specifically understood and agreed upon by the Subscriber. At no time will Windward Software use Subscriber data for any other purposes than in the direct support of their *Windward System Five* solution. Windward Software will not share Subscriber data with anyone not directly employed for the purposes of support of the service. All direct data access is logged for historical and security audit purposes.

SECURITY MEASURES

Windward Software utilizes tight firewall rules to prevent unauthorized access to any and all parts of the *Windward System Five on Cloud* environment. State of the art operations management tools are utilized to monitor and manage the environment to ensure it remains secure. Automated weekly maintenance keeps operating systems fully patched and secured against known threats. Artificial intelligence services have been deployed to detect and guard against threats and attacks. Stringent password policies are in effect throughout the environment, ensuring identity management is kept secure and reliable.



DATA OWNERSHIP

The *Windward System Five on Cloud* service is a Platform as a Service solution for *Windward System Five*. The service covers any computing, memory, storage, networking, and management costs. The software licenses for *Windward System Five* and Actian SQL are under a “Bring Your Own License” model and are the responsibility of the Subscriber to purchase and keep current under Windward Software Maintenance Plan Service. **All data directly managed by *Windward System Five on Cloud* is owned by the Subscriber.** If a decision is made to terminate the *Windward System Five on Cloud* service, system data can be efficiently made available to the Subscriber for continued usage outside of the cloud service on an on-premises server. Designated Subscriber administrators can retrieve *Windward System Five* data at any time.

DATA SECURITY

Primary, live data and all backup copies are replicated three times. When data is committed, it is simultaneously replicated to three replicas. Each replica is held within an independent area of the data center. All stored data is encrypted using AES256 encryption. *Windward System Five on Cloud* is a “payment-unaware” solution, meaning that payment processing is performed outside of the environment and no sensitive payment information is transferred to or stored within the service.