

## angelfysh website security statement (version 002)

Please note that the most up to date version of our website security statement is held at [www.angelfyshhosting.com](http://www.angelfyshhosting.com). This version was correct at August 2008 but as changes can happen at any time, please do always check online.

angelfysh hosting is an award winning Web Services Company that was recently voted as being the Best Website Hosting Company in the UK at The Fresh Digital Awards 2007/08.

### How secure is our hosting service?

angelfysh hosting use secure managed hosting servers provided by industry leaders [Rackspace](#). You need to know without question that you're entrusting your business, your data and your applications to someone that takes security as seriously as you do. Rest assured, we do. The angelfysh servers are protected by something called a firewall. A firewall is a form of internet security and is basically just like a locked door into a building, only authorised personnel can access the 'building'. The firewall also logs attempted intrusions so it's possible to track the attempted intrusion.

angelfysh web servers are protected by 3 levels of security.

### Physical Security

(Involves locking down and logging all physical access to the angelfysh servers at the Rackspace data centre).

- Data centre access (where angelfysh servers are kept) is limited to Rackspace data technicians
- Security centre monitoring at all data centre locations
- 24/7 onsite staff (at the data centers) provides additional protection against unauthorized entry
- Unmarked facilities to help maintain a low profile
- Physical security audited by an independent firm

### System Security

(Involves locking down customer systems from the inside starting with hardened operating systems and up-to-date patching).

- System installation using updated and patched operating systems
- System patching configured to provide ongoing protection from exploits
- Dedicated firewall to help block unauthorized system access
- Data protection with managed backup solutions

angelfysh search engine marketing and angelfysh hosting

[www.angelfysh.com](http://www.angelfysh.com) | [www.angelfyshhosting.com](http://www.angelfyshhosting.com) | [letterbox@angelfysh.com](mailto:letterbox@angelfysh.com)

angelfysh is the WINNER of the Best Website Optimisation Award at the North East Digital Awards 2008.

angelfysh hosting is the WINNER of the FRESH Digital Award 2007/8 for the UK's Best Website Hosting.

### **Operational Security**

(Involves creating business processes that follow security best practices to limit access to confidential information and maintain tight security over time).

- Access to confidential information restricted to authorized personnel only
- Systems access logged and tracked
- Secure document destruction policies for all sensitive information
- All passwords encrypted during transmission and while in storage at Rackspace

### **How do we protect data that is stored on the servers?**

For website/database security purposes, our web servers employ software programs (firewalls) that monitor network traffic to identify unauthorised attempts to upload or change information, or otherwise cause damage. Unauthorised attempts to upload or change information on websites/databases on angelfysh servers are strictly prohibited and may be punishable by law, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act of 1996.

### **What about websites that might store more sensitive data such as contact and credit/debit card details?**

For all websites that involve the storage of user's personal information, we advise our clients to instruct us to install an SSL (Secure Sockets Layer) certificate on their website. SSL is the standard security technology used to encrypt online data. SSL offers encrypted communication between the web server (server-side) and the customer's web browser (client-side) when transmitting personal information such as credit card number, name and address. SSL is especially important when giving credit card, personal information to e-commerce websites. SSL certification cannot easily be accessed by hackers because the certificates have the right key to encrypt the data.

### **How does the Data Protection Act affect my website?**

Ok. Deep breath. Essentially the Data Protection Act (1998) says that every time you enter any personal information into a website - your e-mail address, postal address, age or phone number - the website is legally obliged to tell you what it is using it for. The website must also provide you with the option to prevent them passing it on to other parties if there is any intent to do so. Personal data refers to information about a living person that can be used to identify them in any way. A website is legally obliged to alert users to the fact that it is collecting this information and that your 'Privacy policy' notice should not just be available on the website, but should be linked to directly from the page on which the information is collected. What this means is that your created website will have a dedicated 'Privacy Policy' that will describe how you will use any data that you collect. This will be accessible from all pages of the website and it will typically be in your 'footer' menu. If you plan to share any personal data that you collect we'll make sure that the user has the option to opt of this if they choose to so you are fully compliant.

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**What if we are storing sensitive data regarding children?**

There is a dedicated law concerning the online collection or storage of children's personal data. The Children's Online Privacy Protection Act of 1998 (COPPA) applies to commercial websites that are directed at children under 13 or, even if not so directed, knowingly collect information from children under the age of 13. The most far-reaching provision of COPPA requires that such websites must, before collecting, using or disclosing personal information from a child, obtain verifiable consent from the child's parents. Any website that we create which stores details on children will - without exception - apply to all COPPA guidelines in full.

**Thank you.**