

## ZENNNN CLOUD HOSTING

Databases hosted on zennnn.com enjoy the following service at all times.

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### Uptime

- Customer databases are hosted in the closest ZENNNN region (Germany, USA, Hong Kong);
- Each customer database is replicated in real-time on redundant storage located in the same data center;
- We work with different hosting providers worldwide that always deliver at least 99.9% uptime guarantee;
- So, we can guarantee 99.9% uptime (3 nines, excluding planned maintenance\*);
- This corresponds to a maximum unplanned downtime of 45 min/month;
- We usually deliver much better uptime than this (100% most months), as our providers always deliver a much better uptime than their SLA too.

*\*these metrics refer to the availability of the platform itself for all customers. Individual databases may be temporarily unavailable for specific reasons, typically related to the customer's actions or customizations.*

### High Availability

- Our data centers are Tier-III certified or equivalent, with N+1 redundancy for power, network and cooling;
- Each customer database is replicated in real-time on redundant storage located in the same data center, so a failover can happen quickly in case of hardware failure, with no data loss.

### Backups & Disaster Recovery

- 14 full backups for at least 3 months: 1/day for 7 days, 1/week for 4 weeks, 1/month for 3+ months;
- Backups replicated on at least 3 different machines in different data centers in Europe and Canada (it is not possible to choose or restrict the regions where backups are replicated);
- For a permanent disaster impacting one server only, our Disaster Recovery Plan has the following metrics:
  1. RPO (Recovery Point Objective) = 5 minutes, i.e. can lose maximum 5 minutes of work;
  2. RTO (Recovery Time Objective) = 30 minutes, i.e. the service will be back online after maximum 30 minutes (Standby promotion time + DNS propagation time included).
- For data center disasters (one entire data center is completely and permanently down), Disaster Recovery Plan has these metrics:

1. RPO (Recovery Point Objective) = 24h, i.e. you can lose maximum 24h of work if the data cannot be recovered and we need to restore the last daily backup;
2. RTO (Recovery Time Objective) = 24h, i.e. the service will be restored from the backup within 24 hours in a different data center.

## **Security**

The safety of your data is very important to us, and we design our systems and procedures to guarantee it.

You can learn more about it on our [Security Policy](#) page. Here are some highlights:

### SSL

All web connections to client instances are protected with 256-bit SSL encryption (HTTPS with a 2048-bit modulus SSL certificate), and running behind Grade A SSL stacks. All our certificates chains are using SHA-2 already;

### Reliable Platform

Servers with full hardware guarantee, redundant data storage, network and electrical supplies;

### Passwords

Customer passwords are protected with industry-standard PBKDF2+SHA512 encryption (salted + stretched for thousands of rounds);

### Safe System

Our servers are running recent Linux distribution with up-to-date security patches, with firewall and intrusion counter-measures (not disclosed for obvious reasons);

### Isolation

Client data stored in dedicated databases — no sharing of data between clients, no access possible from one database to another.