RFP Q&A Knowledge Base -------------------------------------------------------------------------------- Question: What security certifications does your hosting platform maintain? Answer: Our platform maintains SOC 2 Type II, ISO 27001, and PCI DSS Level 1 certifications. We undergo annual third-party audits and maintain continuous compliance monitoring. Category: Security Compliance Tags: security, certifications, compliance, SOC2, ISO27001, PCI DSS Last Used: 2024-01-15 -------------------------------------------------------------------------------- Question: How do you handle data backup and disaster recovery? Answer: We implement automated daily backups with 3-2-1 backup strategy (3 copies, 2 different media, 1 offsite). RTO is 4 hours, RPO is 1 hour. We maintain geographically distributed backup centers and conduct quarterly DR tests. Category: Data Protection Tags: backup, disaster recovery, RTO, RPO, data protection Last Used: 2024-01-10 -------------------------------------------------------------------------------- Question: What is your uptime SLA and how is it measured? Answer: We guarantee 99.9% uptime SLA with service credits for downtime. Uptime is measured using third-party monitoring tools with 5-minute intervals. Planned maintenance is excluded and scheduled during low-traffic windows. Category: Performance Tags: uptime, SLA, monitoring, availability, service credits Last Used: 2024-01-08 -------------------------------------------------------------------------------- Question: How do you handle GDPR compliance for EU data? Answer: We are GDPR compliant with data processing agreements, privacy by design principles, and EU data residency options. We support data portability, right to be forgotten, and maintain detailed audit logs for all data processing activities. Category: Data Privacy Tags: GDPR, privacy, EU, data residency, compliance Last Used: 2024-01-12 -------------------------------------------------------------------------------- Question: What load balancing and scaling capabilities do you provide? Answer: We offer automatic horizontal and vertical scaling with intelligent load balancing across multiple availability zones. Our platform supports auto-scaling policies based on CPU, memory, or custom metrics with sub-minute response times. Category: Infrastructure Tags: load balancing, scaling, auto-scaling, availability zones, performance Last Used: 2024-01-05 --------------------------------------------------------------------------------