



Data and Security Policy

Introduction

AM Hultdin Service AB (hereinafter referred to as “AM Service“) believes that it is important that the data you provide as a customer by using the cloud service is protected and that the information does not disappear, is not disclosed, or in some other manner ends up in the wrong hands. In this Data and Security Policy you will gain a better understanding of how data is stored and processed by AM Service in a secure manner.

Cloud service and App

AM Service’s service is a cloud service with App. The reason for this is that it offers many advantages for users, e.g. the service can be accessed from a smartphone on the factory floor, a tablet at home, or a computer at the office. The user avoids updating software and never needs to install anything on their units. If, on the other hand, the customer wishes to have complete control of all data, where it is situated, and how it is managed, this cannot be achieved through a cloud service, instead you will need a program which is managed locally. Our Apps for iOS and Android can you install and update through the devices Appstore.

How AM Service stores data

AM Service uses Amazon Web Services (AWS) for the operation of all of the company’s services. Amazon is one of the largest players in this area, and AM Service believes that it is a secure choice for the company and, accordingly, also for the customer.

AM Service also uses Sentry (sentry.io) for tracking and managing device and system crashes that may occur. The data regarding the crash is then processed by Sentry until the issue is resolved.

AM Service’s backup routines

AM Service secures data by two methods:

- Daily backup starting at 6.00 pm with a full backup which is verified. A copy of all databases is made.
- So-called point-in-time-backup of the entire database server – a separate backup in order to make it possible to restore data as it existed at a certain period of time.

AM Service saves all versions of the appendices you upload in the service. All backups are saved at three geographically isolated locations. All data is saved with Amazon in Frankfurt, Germany. AM Service does not restore data which the customer has accidentally erased. Restoration is carried out by AM Service only for the purpose of maintaining the operation of the system.



System requirements

The cloud service provided by AM Service employs the most recent versions of Chrome (Google) and IE / Edge (Microsoft). Please note that it is not certain whether you can use the service if you have deactivated cookies in your web browser. AM Service may update the system requirements without notifying you.

The requirements were last updated on: 2019-09-01

How AM Service handles log-in information

All passwords are encrypted and cannot be read in clear text, not even by employees of AM Service. All traffic in the system is encrypted with https.