



Security note regarding the cloud hosting of our KPAX servers

KPAX Cloud Architecture

Each time a new KPAX space is opened, we create a unique instance on our servers with its own dedicated resources (CPU, RAM, dedicated database, storage). In addition, each environment has its own connection URL which guarantees the partitioning of information and resources. The KPAX spaces are therefore hosted in our cloud exactly as if they were hosted in a private cloud, in a customer datacenter.

Location of hosting

We are extremely concerned about the performance of our servers and the countries in which we host our spaces. This is why we have chosen one of the key players in hosting worldwide to host our servers: Microsoft Azure. We now have 6 production clusters spread around the world. These production clusters are located in France, England, the United States, Canada, South Africa and India. In addition to complying with certain data storage regulations in certain countries, this allows us to host KPAX spaces as close as possible to their users, often in their country, thus reducing data access times and improving the user experience.

Regulation & security

KPAX servers comply with more than 90 global regulations and ISO standards including RGPD compliance, ISO 27001, ISO 9001 and US government regulations. All of these compliances can be found here: <https://docs.microsoft.com/en-us/microsoft-365/compliance/offering-home>

Each of the regions of the world in which we have a server cluster is equipped with three separate zones with their own independent power supplies, networks and cooling systems. This is how the resilience of our servers is ensured; by redundant servers on separate independent zones.

Physical access to the servers is extremely limited and controlled due to the standards and compliance that the hosting complies with. Access to the operating system is secure and is only possible for qualified Bluemega personnel. Interventions on the server are only carried out in the context of updating the system, the KPAX solution or in the case of a support diagnosis.

Backups

Each KPAX instance is backed up separately every day. These backups contain all the data, files and settings necessary for Bluemega to perform a manual restore if necessary.