



# ITCloud.ca Security

Keep your data safe with IT Cloud Solutions.

**Our infrastructure, our team and our engagement.**  
Thousands of customers have chosen the peace of mind offered by IT Cloud.



## SECURITY STANDARD

# Security with IT Cloud

Our organization follows the strictest information technology security procedures which comply with, among others, the guidelines set by the professional order for notaries.

 Daily supervision and verification	 Confidentiality agreements	 Secured backup	 Proudly Canadian Datacenters and call center
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### DATA SECURITY IS IMPORTANT

#### Encryption

This security measure uses the Twofish encryption algorithm. This 256-bit encryption algorithm is unbreachable. To this day, no fault has ever been detected in this algorithm.

#### Encryption key

Encryption is the operation by which data is secured. Recovery requires your encryption key, known only by you. Even our technicians cannot decipher or access your data.

#### SSL-Encrypted connection

The secured online transmission between the customer and the data center is called the "SSL-encrypted connection". It is the second encryption made at the source (your computer / server) to our data center, thus ensuring complete confidentiality of your backup.

#### IT Security Procedures

Our organization follows the strictest information technology security procedures which comply with, among others, the guidelines set by the professional order for notaries.



### DATA STORAGE

#### Security

Your data is sent to our main data centre in Trois-Rivières (Quebec) with a 99.99% uptime SLA. Your data is then securely replicated and transmitted to two separate data centers located in Canada.

#### Data Storage - History - Retention

Our **SBackup** and **MedicBackup** services offer 60-day and 90-day default retention periods, respectively. The default retention period can be extended to 180 days for an additional fee. **Replica** offers 1 year of retention unlimited with **Office 365 Backup**. With **LTBackup** and **ProBackup**, your data is stored according to the retention period chosen upon installation.

#### Datacenter (Replica and Office 365 Backup)

IT Cloud has partnered with Centurylink via StorageCraft, located at Century Link's TR3 in Markham, ON (Canada).



### PRIVACY AND PERSONAL INFORMATION PROTECTION POLICY

#### Our Client list

This list is strictly confidential. No partner or third party has access to this list.

#### Collection of personal information

Collection of personal information is limited to a strict minimum for the purposes of registration and correspondence.

#### Personal information

Your personal information is protected against all unauthorized access attempts. All your information is encrypted along with your files. Your identity as well as your data are protected against security breaches. The solid structure has been tried and tested. All of our technicians have signed confidentiality agreements and have no criminal records.



## IT CLOUD SOLUTIONS : CLOUD SERVICES PROVIDER SINCE 2005

Created in 2005 in Quebec, IT Cloud Solutions is a spearhead company in cloud solutions. IT Cloud Solutions also stands at the forefront of the IT scene in terms of infrastructure and security.

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