

Altura Health Data Storage & Security Policy

The purpose of this policy is to explain how Altura Health safeguards all information to prevent loss or misuse of data.

It outlines the important timeframes regarding backups & the information restoration processes that apply to all Altura Health customers.

Database

- All data is stored on Amazon servers located within the SYD data centre
- All data is encrypted at rest and in transit

Backups

- The database is backed up every 6 hours
- The documents e.g. imported document & typed letters are backed up once daily
- Backup restoration can be performed within 24 hours
- Backups are stored on Amazon storage servers

Security

- Altura Health engages in regular penetration testing and certification with third party industry experts
- A copy of the most recent security assessment results can be obtained by contacting us via email at support@alturahealth.com.au or by calling [02\) 9632 0026](tel:0296320026)

Account Access

- FYDO requires 2 step authentication which can be setup either via email, SMS code or google authenticator
- Each account is given the option to do this each login, or utilise the 'Remember me for 30 days' feature