

FTP Service – Security & Confidentiality Statement

Maytech provide FTP hosting services to UK business, global business and Government Agencies. Maytech recognise the importance of confidentiality and security when handling sensitive customer data. This document outlines our security arrangements and confidentiality policy.

Physical Security

Maytech servers are located in private suite at Redbus Interhouse, London E14 and NAC Cedar Knolls NJ, USA. The buildings benefit from strong physical and electronic security, uninterruptible power and fire suppressant systems.

Firewall

The Maytech networks are protected by a stateful packet inspection firewalls.

Operating Systems

The FTP service is based on Dell 1850 servers running Redhat Enterprise Linux. Servers are automatically updated from Redhat with all available security updates.

All ports, other than those required for the provision of service are closed.

Administrative Access

Only two people at Maytech hold the root passwords for the servers. Regular password changes are enforced.

Customer Access

Customer access to the FTP servers is restricted to the FTP protocol, we do not offer access via other protocols such as SSH or telnet.

Encryption

Customers login to the control panel over HTTPS, this traffic is therefore encrypted.

Maytech offer FTPS (FTP over SSL) as an optional extra where encrypted file transfer is required.

Confidentiality

Customer data is held in discrete file areas and can never be visible to other customers. Additionally data for each FTP login is invisible to other logins.

Maytech will never disclose any data to a third party. Maytech will never view or download your data unless instructed by you do so.

Data Persistence and Backups

Although Maytech provide a high-availability service using RAID arrays and failover clusters, we do not keep permanent or incremental backups of customer FTP data. File deletes are permanent there are no persistent copies of the data.

Further Security Measures

To meet regulatory or other demands you may need to show extra care in data security and integrity. Consider end-to-end encryption using PGP or other strong encryption technology. Some FTP software including CuteFTP Professional has built-in support for public key encryption.

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<http://www.maytech.net/>