DATA SECURITY AT CHANNABLE

channable

The security of our customer's data is of utmost importance to us. This document gives an overview of both the technical and organizational measures that we have put in place to keep your data safe.

CERTIFIED EUROPEAN DATA CENTERS

Our main database and your feeds are stored in Google-owned, European datacenters. These datacenters pass strict safety requirements and certifications such as ISO 27001, ISO 27017, ISO 27018, and are also GDPR-compliant. Read more here.

ENCRYPTION

We encrypt data whenever possible. This means both while it is transported using industry-standard TLS and while it is stored. The disks in our datacenters are all encrypted at rest. We use modern TLS implementations and strong cipher choices.

DATA REPLICATION

To ensure the safety and consistency of your data, we regularly back up your data, both on- and off-site. In the event of disaster, we are able to recover quickly since we test our data restoration procedure regularly. We have also automated our infrastructure to the point where we could easily switch to another infrastructure region.

DATA CONSISTENCY

We take great care not to lose your products or confuse your ads. This is why we are strict about data consistency. We use stable and mature relational database technology and a strongly typed data model to realize this.

ANONYMIZATION

By default, Channable automatically anonymizes any of your customer data that is handled, for e.g. order connections, after 90 days. Amazon is an exception to this, as data is anonymized after 30 days. Channable will only retain certain information that is fundamental to ensure that processes can be performed optimally.

AUDITABILITY

Actions within our tool are logged and tracked in a precise, structured format for auditing purposes. Server logs are centrally aggregated. This enables us to detect anomalies. We also keep detailed statistics about the performance of our infrastructure.

Found a problem?

Please contact us as soon as possible at security@channable.com. We appreciate responsible disclosure; read more about that here. Use this GPG key to secure our communication.