



Zipline

We take security seriously.

Retail Zipline has been built with security as a top priority from day one. Our customers can rest assured that we are following the latest standards and best practices.

We're proud to share that we've been awarded a SOC 2 Type II certification (which includes all five of the SOC 2 Trust Services Principles of security, confidentiality, availability, processing integrity, and privacy) and completed the CSA STAR Level 1 Self-Assessment.

Retail Zipline makes the following security and privacy-related commitments to its customers:

- Anything posted to Retail Zipline is private to their organization
- Tools are provided to protect the privacy of information within their organization by deciding how it is shared
- We will only use third-party services to store and process customer data which have been security reviewed and approved, and clearly communicated to customers
- We will use the latest and most secure encryption methods for all data in transit and at rest
- The service will be made available at least 99.95% of the time by using cloud infrastructure hosted across geographically diverse regions and availability zones, and by having disaster recovery plans which are tested yearly
- All customer data is backed up daily and retained as per customer defined retention policies
- Customer data is processed only to provide the contracted services, it is never sold to third-parties or used for advertising and marketing purposes
- The company maintains incident response plans. These are reviewed annually, communicated internally, and to customers.
- All personal data is collected, stored and processed according to the latest privacy and data protection laws.

The company has put policies, procedures, technical controls and automation in place to ensure that these commitments are met.

We do not store or process any payment card information or healthcare data, therefore we do not maintain HIPAA or PCI compliance programs.

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