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## Data Security and Confidentiality.

### Introduction

The most common and valid questions asked of remote backup service providers pertain to data security and confidentiality. The purpose of this white paper is to answer these questions and explain why the backupanytime.com system offers significantly more in terms of both data security and client confidentiality than most other quality options.

### In brief (Security and Confidentiality)

Backupanytime uses bank level secure encryption to encrypt your data before it leaves your office. The data traveling over broadband from your office using our system is safer than the data on your network. You decide the encryption level and only you have the encryption key. If your system is installed by one of our technicians, we will show you how to change the encryption code at any stage in the future. In other words, not alone is your data safe from hackers, even we do not have access to it. We are prepared to sign off on this and general confidentiality regarding any verbal information about your company which you may provide to us.

### Security – (Detail for busy non technical users)

Our encryption (up to 448 bit) equals or exceeds that used by most major financial institutions. The data which is stored off site is unreadable without your encryption key. Only you have the key. A super computer would take ten years to crack the code. The technology and key level will have increased many times by then. You do not need to remember your key to backup and restore in normal circumstances as they are configured from your system. If your computer is completely wiped, you would need your key to restore. Some clients will provide us with their key to keep a copy. However the client is responsible for minding their own key. You can change it to something which is meaningful to you but not to an unsafe key length. The system is so safe that if you forget and lose your key, the only possible way of retrieving it with your system down (if your system is up you can simply change it) is to hire a cryptologist. A successful crack is not guaranteed and may take considerable time. The cost of this work is kept high (circa € 600) to discourage carelessness with codes. At time of print (2 May 2006) we have never had a need to invoice a client for this type of work.

### Confidentiality – (Detail for busy non technical users)

From the above paragraph you will be aware that it is not possible for us to see the data your system sends to our servers. We could however as a result of conversations with you, become aware of confidential information pertaining to you, your business, staff and clients. Client confidence in our approach to this is paramount to encouraging technician install of our system. It is commonplace for senior management in business to have novice I.T. knowledge and as a consequence we are often asked to advise on data locations for accountancy, payroll and email software. It is a cornerstone of our business that clients are comfortable when seeking our advice. Backupanytime adhere strictly to client confidentiality and have no issue with signing off on same.

### Security and Confidentiality – How we compare

Supplier	Security	Confidentiality
Backupanytime.com	Bank level encryption. Security key generated at client system. Client has full control over encryption key. We do not have the key unless the client provides us with a copy.	Despite not having access to readable data we have no issue with signing off on client confidentiality so you can be comfortable seeking our advice on data types and locations. We have a standard form for this. You do not have to be a client to request a copy.
Most other suppliers	Lesser encryption (Ours can run to 448 bit) and the encryption key is commonly generated at supplier level and emailed to the client leaving the supplier with a copy and the danger of it being intercepted on send to client.	Verbal promise with no clear policy, documentation or sign off.

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<http://www.backupanytime.com/whitepaper.htm>