Data Security and Privacy

Data security and privacy are key concerns for customers as they transition to the cloud. Zetta provides comprehensive, highly secure business continuity services without the complexity, additional expense, and management overhead required to deploy servers, storage, and appliances.

Commitment to Your Data

As the leading provider of Business Continuity, Zetta is committed to the integrity, security and privacy of your data. We employ a variety of business, technical, and process controls to secure your data and have successfully completed our SSAE-16 audit.

Zetta Business Controls

Zetta has implemented a number of business controls to ensure the smooth operation and delivery of our services. We have implemented a series of processes and procedures to ensure that these controls are followed in our day-to-day business operations. We regularly review our performance against these business controls and take corrective action where necessary.

Our business controls provide assurance for the following practices:

- Roles and responsibilities within our organization are planned, implemented and managed in a systematic manner
- Initial customer set up is complete and accurate
- Access to the production systems (including applications, networks, databases and related data, operating systems, and servers) and customer information is limited to properly authorized individuals
- Physical access to the data center facility, computer equipment, media, and documentation is limited to appropriately authorized individuals
- Access to firewalls and network devices is limited to authorized personnel and customer data is protected from unauthorized internet access
- Implementations of and modifications to production system elements are approved, documented, tested, and implemented completely and accurately
- The Production system is available and executing properly
- Customer support services are available and provide a timely response to any issues or concerns regarding service

Zetta Technical Controls

As part of our overall security management program, our comprehensive technical controls include:

- Automated and continuous third party vulnerability scans
- Data encrypted in flight, during transmission, via industry standard SSL encryption
- Data encrypted at rest with a unique key per volume using the Advanced Encryption Standard (AES)
- Comprehensive patch and version management
- Continuous and distributed monitoring of system availability and SLA compliance
- Optional multi-data center for geo-diverse data protection, defending against all incidents up to and including complete data center destruction
- Real-time data validation ensuring data read is correct and complete before being passed up to customer
- Enterprise standard virtual machine customer isolation

Zetta Process Controls

Our process controls include:

- Change control and automated configuration management to minimize change risk and minimize downtime
- Internal segregation of duties; least required permissions access model
- Pre-employment background checks of all Zetta employees
- Customer validation and delegated administration model (anti-pretexting/phishing)
- Ongoing log and security reviews

Zetta is an award-winning provider of high-performance business continuity solutions that are a worry-free choice for businesses and managed service providers. The Company's direct-to-cloud approach provides businesses a fast and reliable way to protect, access, and quickly recover their business-critical data and systems—both physical and virtual—without the need for costly extra hardware.

Zetta is committed to the security of your business continuity environment. Get in touch with us at sales@zetta.com to see how you can align your needs with our current data integrity practices.

See Zetta Data Protection in action in our free trial: http://www.zetta.net/free-trial