Security & compliance

Ensuring your data is safe and that you've got the tools to remain GDPR, PCI and Ofcom compliant are our top priorities.

MaxContact

Here's how we help protect you

Data security

Data is protected with security at every level, from your browser all the way to our SaaS platform. Using Microsoft Azure, information is stored and encrypted at rest. It's monitored using anti-virus and threat detection and protected using key vaults including SSL encryption over the internet, token and multi-factor authentications and data encryption across the platform. In other words, with MaxContact you know you're handling data securely and compliantly.

Services at the heart of the MaxContact platform communicate over private, SSL secured network connections. SSL secured databases hold all your customer data and are housed in private security zones with no external access. We encrypt data at rest to have a high level of intrusion and data exfiltration prevention.

Audited for peace of mind

Our platform is heavily audited for changes, reviewed by our security professionals and automatically scanned for common vulnerabilities and code errors on every build. That's all before builds are deployed into production environments.

Compliance and security in one

MaxContact is ISO27001 and Cyber Essentials certified, so you can be sure we keep yours and your customer's data safe and compliant. Our payment solutions are PCI-DSS level 1 compliant, and our SaaS application is housed in Microsoft Azure, offering the highest security and compliance credentials.

Private, segregated, and secure

We don't use any shared services for the security core of your infrastructure. Your network is fully isolated from others, and you're provided with your own network, app services, key vaults and recording storage.

Your MaxContact platform can be delivered over the internet or as an extension to your network. This on-net option means no data is sent over any public internet connections, instead using Microsoft ExpressRoute or VPN solutions.

Unlimited call recordings, always free

All your calls are recorded free of charge and without limits, for as long as you're with MaxContact, so you know you've got a record of all your communications. But don't worry, call recording stops during the payment process.

Trusted by regulators

With multi-layered security architecture, MaxContact is a trusted supplier to industries regulated by Ofcom, FCA, PCI-DSS and GDPR. We have high availability, complete anonymisation and pseudonymisation functionality with full disaster recovery and 99.99% uptime guaranteed.

Our platform

MaxContact always takes a security first approach when designing and developing our software. We adhere to industry standard development practices, coupled with multi-layer architecture security. This is why we are one of the most trusted suppliers to industries regulated by OFCOM, FCA, PCI-DSS and GDPR.

- We use SSL only (HTTPS, TLS 1.3). This means your data is protected over the internet using encryption.

- We regularly review our data security.

- We use tokens for authentication.

- Our software is designed with security at every level.

- Multi-factor authentication is used for all API functions.

- We secure the data, so that individuals only see what they are allowed to inside API layers.

- We use database injections to make sure every request that goes near the database is secure from SQL Injection attacks.

- Code reviews are completed before every software release.

- Data is encrypted at every level (at least AES 256 bit).

- We use a reduced risk surface area approach at every level of the product and infrastructure.

- External hacker penetration tests are conducted regularly.

Internal processes

People are the number one cause of data breaches. That's why we have the strictest internal information security policies and procedures in place to control, restrict and monitor data access in line with our ISO27001 accredited ISMS. These include:

- **Restricted access to servers**

- **Additional restricted access to databases**

- **Individual user account access**

- **Logging and auditing of all data access**

- **Screen recording of data access**

- **Elevated permissions only when required**

We carry out regular reviews of compliance procedures and policies, alongside training courses for staff with regular refreshers. All data is stored in Microsoft Azure hosted infrastructure, and never on site. This partnership conforms to the policies and ethos of our company. We believe that restricting access to data is the very best way to minimise the risk of a breach. All internal data communication is carried out compliantly. We use audited storage in conjunction with automatic clear down procedures, to remove human error as a risk factor.

Infrastructure

Hosting

Our Microsoft Azure hosted platform gives enterprise level compliance and security as standard. Encrypted storage - and dedicated, audited storage areas for each client - ensures all stored data is secured and audited to the highest standards.

Database

Databases store data, so it goes without saying that the security surrounding them needs to reflect their importance.

All customer databases are exclusive to individual clients, so data leakage is not possible. Each database has its own unique encryption to AES 256 standard. Database backups go to a secure, encrypted location, and each database has its own unique encryption key where access is audited and logged.

- **Data encryption**
- **Data replication is only conducted within our own infrastructure, and uses encrypted streams to transfer data into secure backup databases**
- **No shared databases**
- **Unique certificates and password policies for every database**
- **Restricted access with full auditing Patch update policies**
- **IP Whitelisting**

Why work with MaxContact?

Why MaxContact?

Always supported

We're all about partnerships. You'll have a dedicated account manager, regular service reviews and a 100% Australian-based support team on hand for any queries. It's no wonder we have a 97% customer satisfaction score.
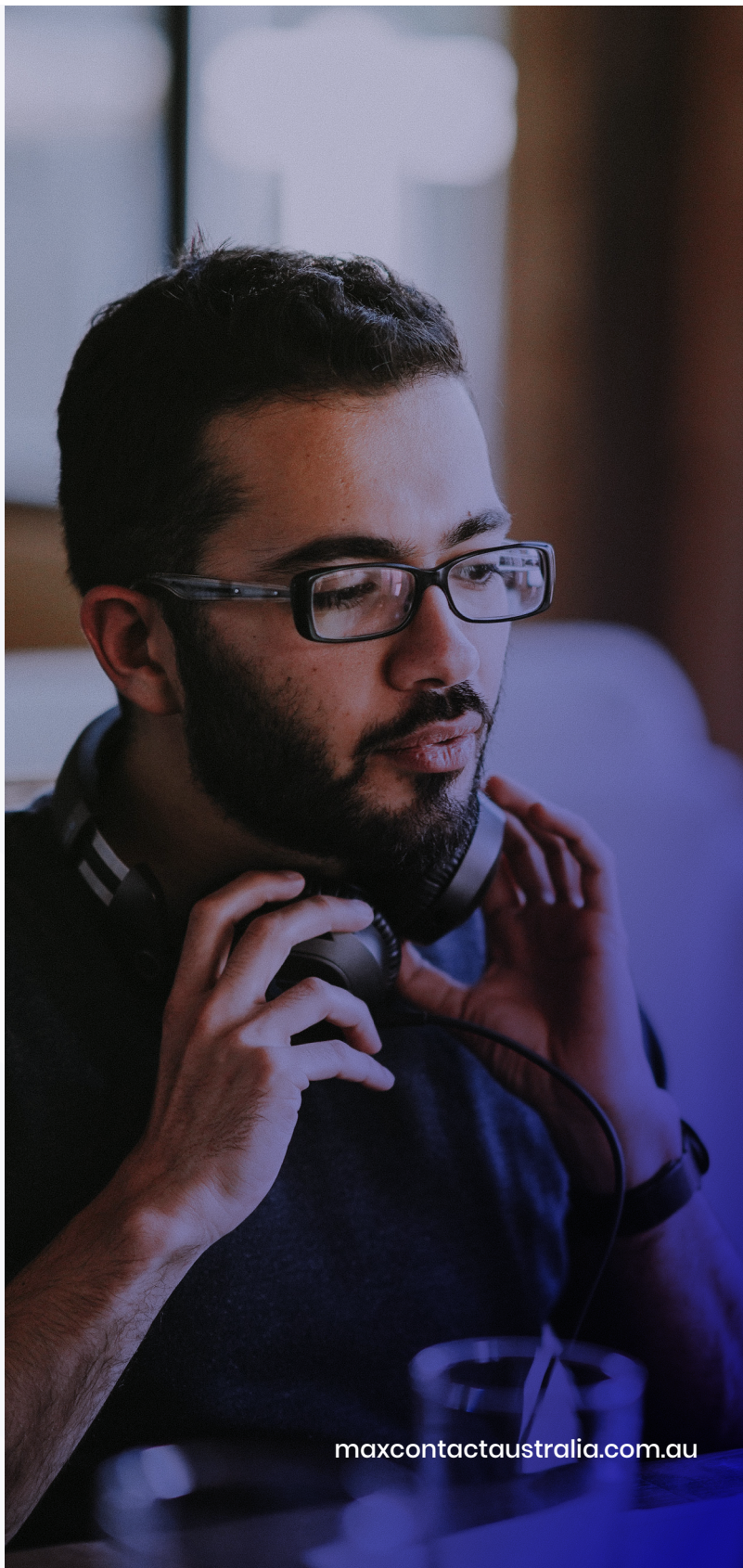
Simple licensing & pricing

We pride ourselves on making things easy for you. There's no hidden charges. You simply pay per user, and for the calls you make.

Easy setup

Our project team works with you to ensure a smooth transition, with the typical project setup taking just a few days, including training. It's all included in the price.

maxcontactaustralia.com.au

Secure & Compliant

Cloud-based data security (in Microsoft Azure) is paramount. This is combined with strict data controls to ensure you always remain compliant.

Built for you

We know it's not always a case of one size fits all, which is why we'll work with you to design a solution that meets your needs now and will help you achieve your goals.

Developed in partnership

MaxContact's continual improvement policy relies on your feedback, which is why we work with our customers to identify the new features and improvements they want to see. We share our 12-month product roadmap and take an open and transparent approach to product development.

To see how MaxContact could work for your teams, request a demo now, email **info@maxcontactaustralia.com.au** or call us on AUS **1300 570 703 – NZ 0800 197 020**

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