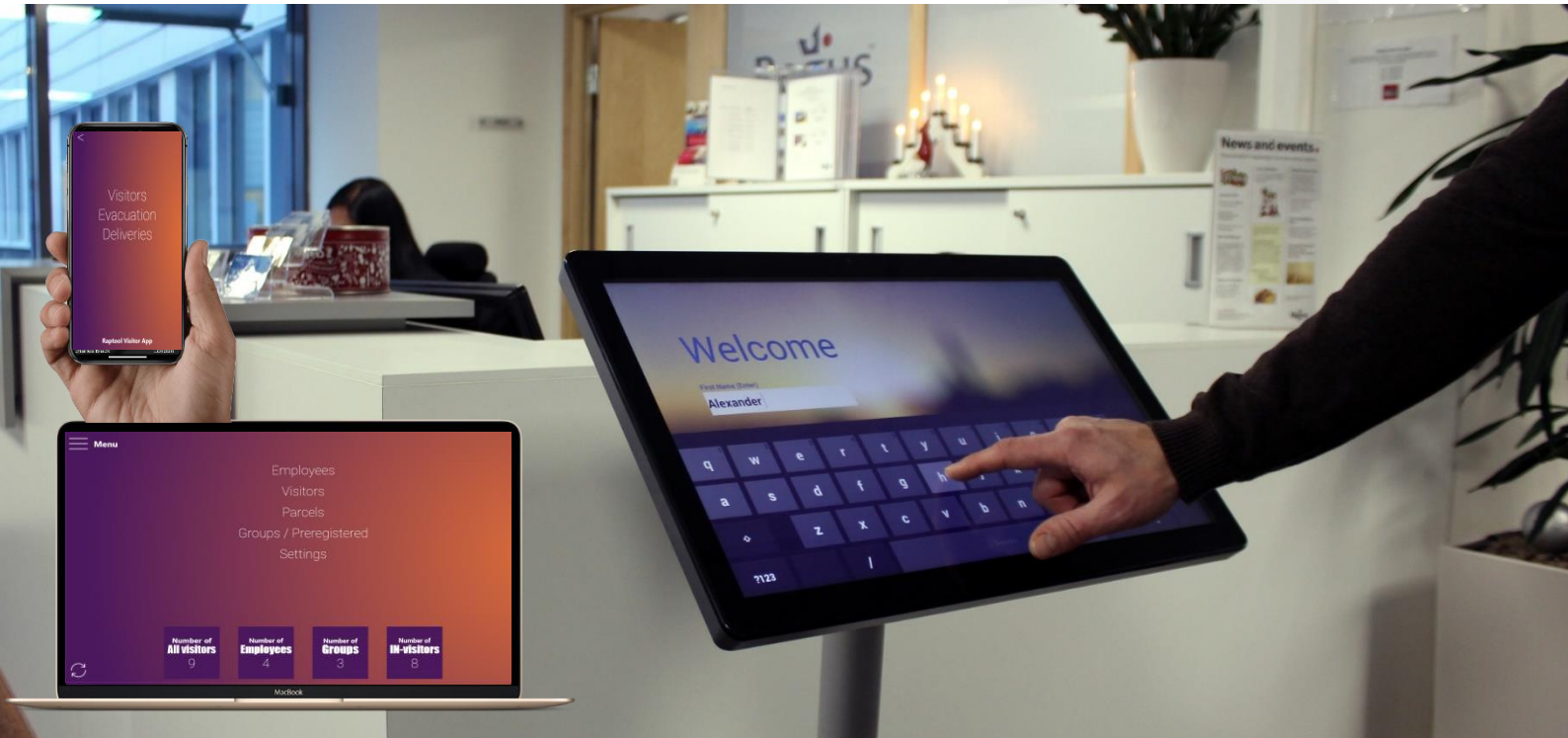




Enterprise software



Data Services Privacy Policy

Raptool AB

<https://raptool.com>

Company Background

Raptool is a Swedish and Slovenian based software development company focusing on customizable and multi-platform solutions. We provide multi-platform software for Web, iOS, Android, Windows and Mac

Raptool operates in many countries globally through our partnership network providing Enterprise software and services. Our clients range from retail, construction, industrial, office, medical, transport, logistics and other client sectors.

Raptool is trusted with global companies such as:

- Coca-Cola, Vapiano, Capio Healthcare, Volvo, Estee Lauder, Palfinger, Dynaudio, Trumpf USA, Atlas Copco, Fenix Outdoor...

Our customers, and their sensitive data, are the central focus of our highly professional software engineering team, with customer requirements and industry best practices guiding our product roadmap. All our software engineering is conducted mainly in Slovenia and Serbia.

We are fully compliant with all legal and regulatory requirements in all jurisdictions in which we operate, including GDPR in the EU and CCPA in the US

Terms of use

Raptool's terms of use are published in: [RAPTOOL END-USER SOFTWARE AS A SERVICE AGREEMENT](#)

EU Customers

As an organisation focused on earning our customers' trust and handling their information assets with care, Raptool has developed a strong compliance culture and robust security safeguards. Raptool's GDPR compliance efforts will leverage these assets. Raptool has updated its terms of business, privacy policies and processes to comply with the GDPR.

Cloud or local storage

We provide multiple ways of storing data depending on your company preferences:

- Cloud based on GleSYS servers.

- You own VPS or private server. Minimum Windows Server 2012, 1 Core, 2 GB memory, 10 GB storage
- Offline, local on device. All data is stored locally on a single device.
- Local network PC or Server. Data is stored within your own network.

Reliability

Raptool uses a highly available cloud architecture and all Raptool infrastructure provided by well renowned server company Glesys, consisting of 3 data centres within the UE in Sweden and one in the US. Production and non-production environments are logically separated and reside on separate VPS.

iPad, Android, PC or Mac data storage

Raptool does not store any local data on the device, unless expressed by the customer.

Hosting

Raptool Cloud installations are hosted by GleSYS in their datacentres in Stockholm and Falkenberg. For our American customers data is stored in USA.

At GleSYS, customer trust is our top priority. We deliver services to thousands of customers, including financial services providers, healthcare providers, and governmental agencies. What they all have in common is that they have entrusted us with their most sensitive data.

Secure Data Centers

Our state-of-the-art data centers are equipped with physical protection, CCTV, alarms, access control systems, backup power, and redundant internet connections.

Data Processing Within the EU

Achieve GDPR compliance without disruption to operations. With us, you can safely store sensitive data within the EU.

ISO 27001

ISO 27001 is a European standard for Information Security Management System (ISMS). The standard specifies the requirements for the establishment, implementation, maintenance and continuous improvement of a management system.

The certification shows that we meet the requirements regarding confidentiality, integrity and availability, which are the cornerstones in information security. It also shows that we complies to laws and requirements, such as the Data Protection Regulation GDPR.

- ISO 27001
- ISO 9001:2015

- ISO 14001:2015
- ISO/IEC 27001:2013

GleSYS security policies <https://glesys.com/compliance-security>

Data Security

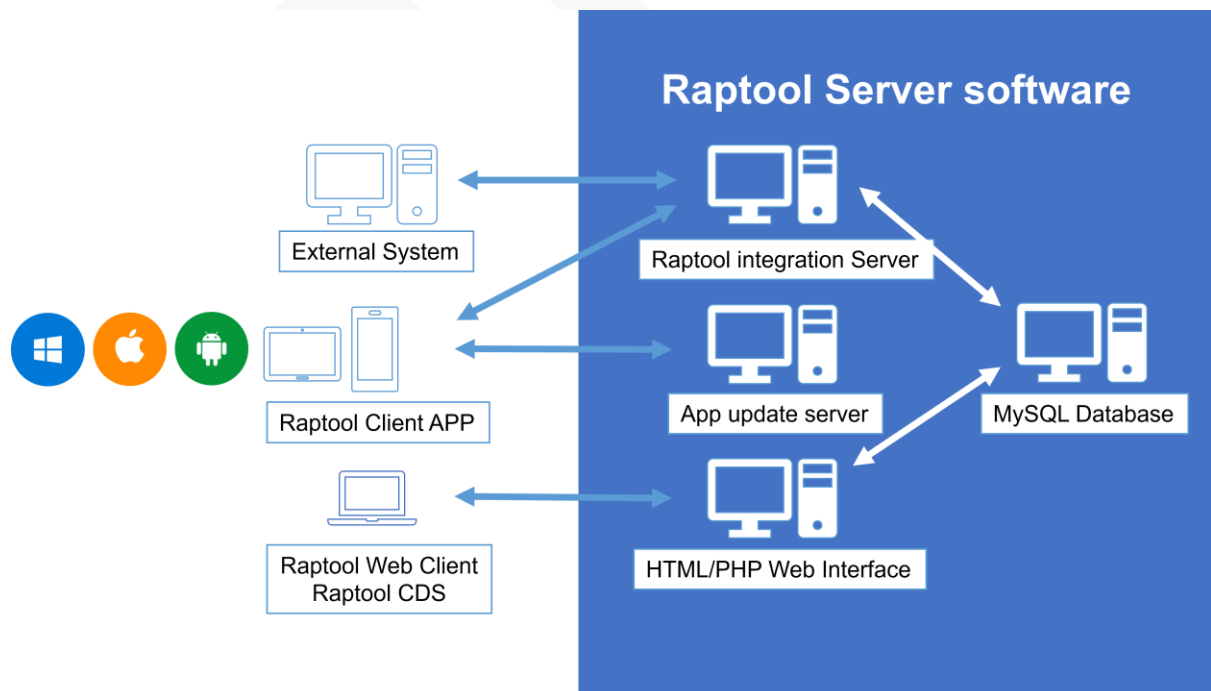
Raptool is a multi-tenanted SaaS platform. Customer data is segregated in to separate MySQL instances with no relation to each other. Each customers database instance has its own secure login.

We have policies that require employees to never store any production data on their laptops. Production data is never used in test environments.

Data transport

At the transport layer, all data is encrypted. TLS connections are strictly enforced, with support for TLS 1.2. All connections are made with TLS.

Server Software Design



Third-party providers

Third-party, downstream providers are used for SMS and Email delivery and a limited set of data is shared with these providers as part of provisioning the service.

- SMS Delivery – Infobip
- Email - One

Payments

We do not store your credit card information in any database.

Administrator Access

Raptool Administrator accounts are private, password-protected accounts only accessible by the chosen administrator through VPN and specific IP lock protection. Your data is securely held in the cloud and is your private data. We also utilise TLS and encrypt all data transmitted between devices and our server.

Access to Customer Data

Raptool staff do not access or interact with customer data or applications as part of normal operations. There may be cases where Raptool is requested to interact with customer data or applications at the request of the customer for support purposes or where required by law. Raptool may also inspect customer data to debug and troubleshoot platform issues. Customers may change password to the database and restrict Raptool Employees.

Staff Access

We have a strict policy that Raptool staff only access our customer's data when absolutely necessary to ensure account functionality. Employees are required to use strong passwords. Elevated access is limited to 30-minute sessions which timeout automatically.

Auditing

We log the following:

- All connection requests, not including request bodies. IP address, user Id, device Id, method, endpoint, response code, date and time are all included.
- Deployments and who committed what code
- Peer review records. All code in production is peer reviewed by at least two other staff members.

Help desk and support.

Raptool enterprise customers enjoy online, live chat and telephone support during normal business hours in your region. Email support@raptool.com to log a support ticket.

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