



Security Architecture Summary

Hosting & Infrastructure	<p>SendSites is hosted on Amazon Web Services (AWS), using secure, scalable infrastructure in two independent regions: US-West and EU-Frankfurt. Customer data remains in the region selected at onboarding.</p> <p>Key protections include:</p> <ul style="list-style-type: none">• Multi-AZ, load-balanced architecture• Daily encrypted backups• Fully isolated production & development environments• Secure bastion-host model for all administrative access
Data Protection & Encryption	<p>SendSites uses industry-standard encryption to safeguard all customer and proposal data.</p> <ul style="list-style-type: none">• In transit: HTTPS with TLS 1.2+• At rest: AES-256 encryption with AWS-managed keys• Administrative access: Restricted via IP allowlisting <p>These measures protect sensitive information from creation to delivery.</p>
Access Controls & Authentication	<p>Strict access controls limit system access to only what each internal role requires.</p> <ul style="list-style-type: none">• Role-based permissions for support, engineering, and administrative staff• Multi-factor authentication for AWS and critical systems• Secure public/private key access routed through a hardened bastion host• No customer or external access to underlying infrastructure
Monitoring & Incident Response	<p>SendSites maintains continuous visibility into system activity and follows a defined response process for potential security events.</p> <ul style="list-style-type: none">• CloudTrail enabled across regions for logging and audit trails• CloudWatch Logs for centralized capture and retention• Custom alerts for high-risk activities• Internal Incident Response Plan for escalation, investigation, and remediation
Compliance & Governance	<p>SendSites operates within industry-standard compliance frameworks and supports global privacy requirements.</p> <ul style="list-style-type: none">• Hosted on SOC 2-certified AWS infrastructure• GDPR-aligned, with a standard Data Processing Agreement (DPA)• Transparent list of sub processors and data locations• Data stored exclusively in the chosen region (US or EU)• Email delivery handled by Mandrill (US-based, GDPR-compliant)