VIKTOR

Automate the boring.
Engineer the Awesome!

Terms & Conditions

Privacy policy

Security

VIKTOR offers an industry-leading platform for companies to design, build, deploy and manage automation applications. Being a platform provider, it is of utmost importance to ensure that the platform itself, the applications built on the platform and the cloud operations running the platform meet the highest security standards. Delivering an innovative and secure application platform is the result of comprehensive planning, innovative design, and efficient operations. VIKTOR makes security a priority at every step, from code development to incident response.

VIKTOR has combinations of controls and principles to maintain the confidentiality, integrity and availability of the VIKTOR platform and customer data.

These controls include:

- Strict access controls on sensitive data, including two-factor authentication or certificate-based authentication to perform sensitive operations.
- Background verification checks on operations personnel involved with customer data.
- Multiple levels of monitoring, logging and reporting, including self-service tools embedded within the VIKTOR platform.
- A software development lifecycle which embeds security requirements into systems and software through the planning, design, development and deployment phases.

These principles include:

- All codes generated by your developers are your IP
- You create and obtain ownership of all Data generated and stored on the VIKTOR platform
- We provide enterprise level SLA's
- The data security and location are conform enterprise and government standards
- We can provide Cloud ESCROW arrangements to guarantee continuity

Privacy

Within VIKTOR, we understand that customers trust that the privacy of their information will be protected, and that their data will be used in a way which is consistent with their expectations. Our customers determine which data are submitted to the VIKTOR Platform as customer data. With respect to such data, VIKTOR acts as a data processor and addresses the following privacy commitments:

Data Location
VIKTOR permits customers to specify the particular geography where their customer data will be stored. Data may be duplicated for backup within a selected geographic area for annulment redundancy, but will not be duplicated elsewhere, so customer data will

stay under local law and data privacy protection acts.

Activity Data

VIKTOR collects information about its customers activity regarding the use of the VIKTOR software and related services. These data are used to optimize the VIKTOR software and related services. These data are used anonymously and in combined representation. The activity data cannot be tracked back to individuals, except where customer activity data are used to support the customer related to those data. When used in communication it is only used in confidential communication.

Restricted Access
Access to customer data by VIKTOR personnel is restricted. Customer data are accessed only when necessary to support the customer's use of the VIKTOR Platform. The customer data, except the prior mentioned activity data, are only accessed after explicit authorization by the customer.
Furthermore, strong authentication, including the use of two-factor authentication, helps limiting access to authorized personnel only. Access of personnel is revoked as soon as it is no longer needed.

Notification of lawful requests
Our customers should control their data when stored within the VIKTOR Cloud. We will not disclose customer data to law enforcement unless a customer gives prior approval or where required by law. When authorities make a lawful demand for customer data from VIKTOR, we strive, to the extent possible under legal requirements, to be principled, limited in what we disclose, and committed to transparency.

International Standards
Together with our customers, we make sure to comply with international data privacy standards, such as the General Data Protection Regulation (EU) 2016/679.

Compliance

Compliance plays a key role in the trust from, and success for, our customers. VIKTOR is committed to abiding by the laws and regulations that apply to VIKTOR as we conduct business around the world. Furthermore, VIKTOR uses international standards to comply as a company or in a joint effort with our customers.

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