



## What you should know about Edocx

**Edocx service provides you with a platform ensure you are in control of your information – business and personal. You control where your data is stored, who can have a pre-set level of access to any particular data and provides you with an audit trail of who has accessed what files.**

**In addition the service provides an ever increasing set of workflow and other useful features that make sharing, accessing and dealing with your data simple, efficient and best of all, totally transparent and controlled by you.**

**To assist in understanding the Edocx service we have set out answers to issues that are considered most important by our users.**

### Privacy

**We guard your privacy to the best of our ability and work hard to protect your personal details and information from unauthorised access.**

**Q. How will Edocx use any personal data or information which is collected by, or is available to, Edocx in providing its services?**

**A.** Edocx is very careful about any use of personal data. If it is essential that we use personal data in the delivery or your Edocx service that use is governed by our Privacy Policy which is published on our website at [www.edocx.com.au](http://www.edocx.com.au). Our Privacy Policy will be updated or amended from time to time in response to legislative changes and to meet the needs of our Edocx users. The current terms are always available and any changes will only be effective upon publication on the website.

**Q. Is Edocx permitted to access or view any content or personal details of my Edocx account?**

**A.** Edocx employees are not permitted to view the content of files you store in your Edocx account. Their permissions do allow them to view file metadata (e.g., file names and locations).

In common with most online services, we have to have a small number of senior level employees who must be able to access user data to provide a “last call” service to Customers in difficulty and meet our legal obligations, but this will be on a rare occasion and then only as provided in our Privacy Policy (e.g. if legally obligated to do so).

Edocx has strict policy and technical access controls which prohibit employee access except in these rare circumstances. All access, without exception, is logged by the system and is auditable. In addition, we employ a number of physical and electronic security measures to protect user information from unauthorized access.



## Redundancy

**Edocx ensures that your information is securely stored, backed up and available to the account holder when and where required as long as you have access to an internet connection.**

**Q.** How does Edocx ensure that my files are not lost and are available for me to access when I need them?

**A.** The Edocx service in each region will be hosted on a hybrid server network. For the current Australian Region – servers are located within the Equinix Data Centre, Botany, Sydney, and within Edocx's own infrastructure in the Pipe Data Centre in Fortitude Valley, Brisbane, providing a robust platform for the Edocx application.

As other regions are available users will be given the option to select the location that they wish their files to be stored to meet their own Privacy obligations and business requirements. In each case a similar level of redundancy will ensure Edocx availability.

Built in redundancy means that the probability of losing a file is practically zero and our data storage service supports 99.9% up-time.

## Data Location

**We provide you with the ability to control the jurisdiction in which User Data is stored.**

**Q.** Where is Edocx User Data stored?

**A.** Currently Edocx is only available in Australia and User Data stored in Edocx is located wholly on servers hosted within Australia.

**Q.** Will that change?

**A.** Edocx will be providing its service in other regions. You will, at the time of registering your account, be able to select where you wish your data to be located.

**Q.** What do I have to do if I would like to select another location for my data to be stored?

**A.** If you wish to have data stored in another available Edocx location you must register an Edocx account with a different jurisdiction or location selected. Edocx will store your data at the nominated location and will also have the backup data storage located in the same country/jurisdiction.

**Q.** What will influence my choice of location?

**A.** Your choice of location may be influenced by a number of factors such as Privacy Laws, legal compliance, client requirements, business needs or to optimize for latency.

**Q.** Will Edocx ever move my data out of my selected location?

**A.** Anything stored in a particular location will never leave that location through any action by Edocx. It is possible for User Data to be transferred out of a selected location through the user granting access privileges to a person or entity outside the selected location. It is then possible for that person, using the granted access privileges, to transmit User Data to another location.



**Q.** What is included in the term, "User Data"?

**A.** The term User Data has the same meaning as that term in the Privacy Policy:

*"User Data' means the information about or relating to any User, the use of the Edocx Services by a User, the content of all documents and media in any form or format, all information, data, code, files or folders that may be accessed, stored, sent, received, edited, synchronised, shared, or in any way managed, by or through the Edocx Services however accessed"*

## Data Availability

**All files stored by with the Edocx Services are available to you for as long as your account is active.**

**Q.** How do I keep my account active?

**A.** Your account will be active if your subscription is current and is not dependant on whether you have accessed or used any Edocx Service within a specific time. You can have periods of inactivity and still maintain a current Edocx account.

**Q.** What happens to my data if my account is terminated?

**A.** In the event that your account has been terminated, Edocx will advise you that your account is no longer active and give you 14 days from such notice to reactivate your account by paying your subscription or retrieve or remove your files/data from Edocx. You will not be able to upload any new files to Edocx at any time your account is not active.

After 14 days Edocx has the right to delete your data from its primary data storage and to schedule deletion from the backup data storage in the course of its normal rotation/retention practices.



## Security

**The security of your information is important to us. Edocx enforces high level physical and electronic security to protect users' information and personal details.**

**Q.** What physical security does Edocx use to protect User Data?

**A.** Edocx servers are located in high security Data Centres protected by physical security, electronic surveillance and biometric security measures. Access is controlled and is under strict CCTV surveillance.

**Q.** How does Edocx ensure that my information or personal details are not accessed by unauthorised parties?

**A.** Firstly, Edocx provides you, as the User, control of who is allowed to access and use information. All access is logged and you are able to review details of use and access at any time.

Secondly, Edocx User Data is transmitted over a secure channel using 256-bit SSL (Secure Sockets Layer) encryption to ensure that User Data cannot be accessed.

As further protection Edocx also implements design principles which obfuscate User Data and render it extremely unlikely for meaningful User Data to be reassembled by an intruder without either User privileges or granted access.

For Users with particularly high security requirements Edocx allows storage of User encrypted data – in which case you have responsibility to maintain control and access of personal private and public keys attached to your encryption.

As a measure to ensure that you do not inadvertently delete your own data, Edocx will allow you to “switch on” two-factor authentication requirement for deletion of a Box. This will mean that you cannot inadvertently permanently delete stored data. The two-factor authentication feature, if set, will require you to re-authenticate with a code generated on your smartphone.

Edocx monitors developments in security and encryption technologies and continually reviews and updates its processes and procedures in line with industry standard.

## Password security

**Edocx is serious about Password security. The breach of this is the most common way unauthorised access to private information is obtained.**

**Q.** How does Edocx protect against my password being compromised?

**A.** Edocx takes the following steps to enforce password security:

- “Strong Password” requirement on registration by Users.
- User passwords are encrypted in such a way that no Edocx employee is able to retrieve them.
- If a password is lost or forgotten, Users must go through a Password Recovery Process – by supplying additional information or by proving they are able to receive emails at their specified email addresses.



## Data Sovereignty

**Edocx allows the User to select the jurisdiction or location of their data at the time they register their Edocx account.**

**Q.** Can Edocx ensure that my User Data is always stored by Edocx within my selected jurisdiction?

**A.** Edocx will never transfer any User Data outside of the selected jurisdiction. User data will always be stored in the User Account and within the selected jurisdiction. However Edocx cannot protect against a User's own actions – e.g. the User granting data access to a person outside of their selected jurisdiction.

## Retention of data

**Edocx will only retain User Data which is necessary to provide you with services or to comply with its legal or contractual obligations.**

**Q.** What is Edocx's policy on retaining User Data?

**A.** Edocx will retain your information to provide you with its services. Once you no longer need or require Edocx services we will only retain such information as is required to comply with our legal obligations, resolve disputes, and enforce our agreements.

Consistent with these requirements, we will try to delete your information as soon as reasonably practical upon request. You should take into account that there may be latency in deleting information from our servers, backed-up versions might exist after deletion and that we do not delete from our servers files you have in common with other Edocx users.



## System Requirements

**Edocx is designed to run as an application or web service, accessible on all commonly available operating systems.**

**Q.** What computer or mobile device do I need to use Edocx?

**A.** The Edocx Application is available on the following operating systems and devices:

- Microsoft Windows
- Mac OS X
- Any mobile device with a web browser

PC System Requirements:

- Microsoft Windows XP SP3, Vista, or Windows 7
- Internet connection

Mac System Requirements:

- OS X version Lion 10.7
- Internet connection

Mobile Website Requirements:

- Internet connection

Internet Browser Compatibility:

- Mozilla Firefox 10
- Google Chrome 13
- Safari 5
- Internet Explorer 8

Applications to be announced in the next quarter:

- iPhone App
- Android App
- Windows Phone App

For more information, contact us at:

**Edocx**

[edocx.com.au](http://edocx.com.au)

Level 17, 344 Queen Street, Brisbane QLD 4000

1300 679 886

[info@edocx.com.au](mailto:info@edocx.com.au)