

FluidSurveys

Enterprise Grade Security

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Security

Physical Security

FluidSurveys' servers are located in data centers which provide biometric access controls, constant surveillance, redundant power feeds & generators, robust fire suppression, and carefully monitored climate control to protect the servers that store your data.

Login Protection

All accounts are password protected and all passwords are encrypted and never stored in clear text. Account logins also have brute-force login protection by preventing individuals/bots from attempting to guess a password too many times.

SSL

FluidSurveys login (i.e. when a user logs in by typing their username/password) is protected using Secure Socket Layer Encryption (SSL). This is a default feature of all accounts.

FluidSurveys also offers SSL protection for surveys as an add-on for additional security (this will add an SSL connection to all surveys created by a user's account). SSL will encrypt communications (256 bit) between the respondent's browser and our server.

Threat Scanning & Firewall Protection

FluidSurveys' servers are scanned for threats and vulnerabilities by McAfee secure scan and are protected with Firewalls to prevent unauthorized connection.

Reliability

Redundant Servers & Data Centers

FluidSurveys infrastructure uses redundant storage and servers to keep the application and your data available in the case of hardware failure - and another set of servers and storage in a geographically separate data center in case our primary data center is made unavailable by a disaster or other disruption.

FluidSurveys uses iWeb.com as its primary data center. iWeb's data centers are equipped with a wide range of security, power management, cooling and network access equipment. Biometric sensors, security cameras and secure access are the first items encountered on-site. In addition to thousands of servers, power regulation systems, diesel generators and air conditioning systems are vital aspects of the facilities. All these infrastructures are totally controlled and managed by iWeb's team of hosting infrastructures experts.

Connectivity to the Internet is assured by multiple black fibers getting into the buildings' telco rooms through diverse entry points. Multi-gigabit connectivity is used to link iWeb's data centers to each other and to connect upstream providers to iWeb's own network. iWeb's team monitors the data center and network operations 24 hours a day, 7 days a week, 365 days per year.

Backups

The data in your FluidSurveys account is replicated across multiple database servers in two locations to prevent a single failure from causing data loss. Additionally, that data is backed up nightly and stored in a secure offsite location to ensure that, even in the event of a catastrophe like a tornado or flood, your information will be safe and your records can be quickly restored. We maintain all backups for a period of 30 days. If you delete your data from our system, it will remain in our backups for the next 30 days and after that point will be permanently deleted.

Scalability

FluidSurveys does not limit the number of responses that a user can get for their surveys. If you do have an unusually large project where a large number of respondents will be taking the survey at once, please do let us know in advance so that if we feel that increased server capacity is required, we will add to our cloud capacity during that time so that you will have no server load issues .

Section 508 Compliance

Surveys made using FluidSurveys.com are section 508 compatible. For the purpose of compliance testing, the following survey has been created:

<http://fluidsurveys.com/s/508-Compliance/>

FluidSurveys has used the following website tool in order to analyze the compliance of this survey:

<http://www.contentquality.com/>

Further notes:

- ☒ 3d Matrix, Multiple Choice Grid, and Checkbox Grids are displayed using tables not for styling reasons but for the input of tabular data.
- ☒ Google Analytics <script> tags do appear in the <body> or surveys on FluidSurveys.com but not on Enterprise Instances.

W3C - Priority I & II Compliance

Surveys made using FluidSurveys.com are W3C compliant. For the purpose of compliance testing, the following survey has been created:

<http://fluidsurveys.com/s/508-Compliance/>

FluidSurveys has used the following website tool in order to analyze the compliance of this survey:

<http://www.contentquality.com/>

Further notes:

- ☒ For 3d Matrix, Multiple Choice Grid, and Checkbox Grid questions, since a label tag cannot be associated with column2+ control fields, alt text is used instead.

CLF 2.0 Compliance

FluidSurveys does also supply CLF2.0 Compliant surveys in its enterprise instances. The large portion of CLF 2.0 compliance is based on W3C compliance. The rest of this compliance is based on common templates used.

FluidSurveys does offer compliant templates in the deployment of Enterprise instances

Hosting Options & Custom Solutions

FluidSurveys does also offer custom solutions of its software upon request.

If you do have any further questions, do contact us at info@fluidsurveys.com