luxnetwork.eu

SECURITY POLICY

Disclaimers

Security Policy

- You will keep your passwords, phrases and security keys secure and will frequently change such login credentials in order to reduce the risk of brute force attacks.
- We may provide security devices as part of your service including but not limited to firewalls, intrusion detection and prevention, and denial of service defence designed to protect your service from malicious attacks. Although we will always try to appropriately balance the needs of maximum security and service usability, it may not always be possible to protect your service from every attack. New attacks methods are devised every day, and therefore we cannot guarantee 100% effectiveness of any security device, configuration, or method deployed as part of our service.
- We will routinely perform security checks to verify your identity before acting upon your requests in technical support and other account related tickets. These checks will vary in their nature and frequency depending on the impact of the request, if there is any suspicious activity on your account or if we deem necessary at any other times in order to ensure your account remains protected.
- We can change your password at any time for technical reasons or if we consider your account or subscription is at risk, and can provide you with access again after verifying youridentity.
- We can monitor and perform vulnerability scans on anything hosted on our servers without prior notification as part of our efforts to protect our operations and your services.
- We will follow industry best-practice and fully utilize our extensive experience to ensure that your services are kept as secure as possible at all times.
- All datacentre facilities we use are protected by industry standard physical security which usually includes multi- stage and visual identification, 24x7 security camera monitoring and recording, 24x7 on-site or remote security personnel with priority access to emergency services, VESDA fire early warning system, Nitrogene fire suppression and individually lockable racks.
- We will not allow customers or untrusted third parties any physical or remote access to any of our critical infrastructure under any circumstances.
- We are unable to accept responsibility for any losses incurred as a result of any breach ofsecurity.