refernet

Security Transparency

Refernet (a service provided by Viccari Wheele Ltd - Registered in Engkand and Wales, compnay number 03592560), whose office address is 38 Holland Road, Hove, East Sussex BN3 1JL ("we") are committed to protecting and respecting your privacy.

Please read the following carefully to understand our security practices regarding your personal data and how we will secure it.

Is the service secure?

Yes.

We use https via an SSL 2048 bit encryption end to end to ensure that any access to and from the system is as secure a it can be.

About the server and data center

The refernet server is in the UK.

The entire data centre is built to TIA Tier 3 guidelines. The data centre is accredited with ISO27001 (a copy of the certificate is available upon request) & SSAE16 approvals.

The data center incorporates 10Gb resilient WAN with 4 separate suppliers and different ducts / routes and has 4Gb internet transit available.

How do you store our passwords?

Passwords are generated on the server using strings of 10 alpha numeric characters which are hashed using the SHA-1 Algorithm.

What type of data is to be transmitted?

Personal information relating to a specific case and case management information such as; notes and/or any pertinent document is both stored on the database server and transmitted via the service behind SSL.. For a full data definition document please email us at: info@refernet.co.uk

Is Refernet availabe under the Governments G-Cloud scheme?

Refernet is not currently available on the G-cloud platform. However we are actively looking at introducing Refernet on this platform.

Is Refernet Impact Level (IL) rated?

Refernet is not currently IL rated. However, we are actively looking at becoming IL2 compliant.

Does Refernet support VPN?

Refernet is working towards implenting VPN support. Discussions are taking place to also bring in Two-Factor Authentication as a setting enabled by each Refernet Systems Administrator.

Does Refernet support IP blocking?

Refernet is actively looking at providing a blacklist feature for Refernet Systems Administrators, where IPs can be blocked and unblocked as the System Admin sees fit.