



## Security at Octai

At Octai, we understand that the security of your data is not just a necessity but a cornerstone of our business. We are committed to providing a secure and reliable platform, ensuring that all data managed through our service remains protected with state-of-the-art security measures and compliance with industry standards.

### **Our Commitment to Security**

**Industry Best Practices:** Octai adheres to the best practices in the industry for data security and privacy. We continuously update our security policies, procedures, and technology to safeguard your information against unauthorized access, disclosure, alteration, and destruction.

**Secure Data Handling:** Our platform encrypts all data in transit and at rest, using advanced encryption protocols. We employ a multi-layered approach to protect and back up your data in secured data centers.

**Certifications:** Octai is committed to conducting regular security audits and rigorous penetration testing to identify and remediate potential vulnerabilities. We have implemented most controls required towards obtaining a SOC2 and ISO27001 certification, with a view of becoming certified by the end of Q3'2024, ensuring our practices meet the highest regulatory requirements.

## **SOC 2 Type II certification**

Developed by the American Institute of CPAs ([AICPA](#)), SOC 2 defines criteria for managing customer data based on five “trust service principles”—security, availability, processing integrity, confidentiality and privacy. The SOC 2 Type I certification is effectively a point in time snapshot of a company’s compliance whereas the SOC 2 Type II is an ongoing and regularly audited certification.



Octai has implemented most of the controls needed for SOC2 Type II and is committed to being SOC 2 Type 2 certified by the end of Q3 2024.

## **ISO 27001 certification**



The ISO/IEC 27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.

Octai is working towards receiving an ISO 27001 certification by the end of 2024.

## **Data Privacy**

Your privacy is paramount. Octai operates on a principle of least privilege, ensuring that employees only have access to your business data for the purpose of improving the value of Octai to your business. We do not collect Personally Identifiable Information (PII) or GDPR Protected data of your customers, and ensure that the credentials you use to sign up to Octai are encrypted in transit and at rest.

## **Our Security Features**

- **Authentication and Authorization:** Octai uses strong, multi-factor authentication and comprehensive authorization mechanisms to control access to sensitive data and capabilities within our platform.
- **Data Encryption:** We use powerful encryption standards, including a combination of KMS and AES-256 algorithms for data at rest and TLS for data in transit, to secure your data against eavesdropping and tampering.
- **Data Isolation:** Customer data is isolated using logical separation at the storage and application layers. Multi-tenancy architectures prevent data from being exposed to unauthorized users.
- **Activity Monitoring and Logging:** Continuous monitoring and detailed logging enable us to quickly detect suspicious activities and respond to potential security threats. We maintain an immutable log of all operations that could affect your data or our infrastructure.

## Continuous Improvement

Security is a moving target, and our dedicated security team works tirelessly to stay ahead of potential threats by implementing the latest security technologies and compliance measures. We regularly work with licensed third-party security auditors to conduct penetration tests of our systems to ensure that any security vulnerabilities are promptly identified and addressed.

## Report a Security Issue

We value the security research community and encourage responsible reporting of any findings that may involve our system. If you believe you have found a security issue within our platform, please contact us at [support@octai.com](mailto:support@octai.com). We commit to working with you to verify and address any potential vulnerabilities quickly and responsibly.

# Frequently Asked Questions

## What kind of data does Octai collect?

In order to build the Octai's copilot dashboard and provide you with actionable insights, Octai collects a combination current and historical of sales data, inventory data, inventory allocations, purchase orders and warehouse information. **Octai does not collect any PII or GDPR-protected data.**

## How does Octai store my data?

Octai stores all customer data in AWS Redshift (an Amazon cloud-hosted relational data storage solution). Data extracted from your systems (e.g ERPs, WMS), first goes through a transformation layer, where we standardise the data according to our schema, and strip out any and all PII information, before storing it in Redshift. Each Octai customer has a dedicated Redshift database provisioned to ensure complete isolation of your data from other customers' data.

In app-usage related data like user credentials and user preferences, are stored in a dedicated MongoDB instance.

For more information, reach out to [support@octai.com](mailto:support@octai.com).

### **Does Octai share my data with other customers or third parties?**

No. Octai does not share data between customers. Each customer has a dedicated data store. ML models created to solve specific problems for a customer are only trained and deployed to serve the needs of the same customer per the terms in our Master Services Agreement and Data Protection Agreement.

Octai does not share your data with any third party for commercial purposes.

### **How long does Octai store my data?**

Octai maintains an indefinite storage period for the lifetime of the account you've set up with us. If you choose to close your account, Octai is committed to deleting all your data within 60 days of account closure.

### **Where can I find answers to specific questions that I have?**

Our support team is happy to help answer any questions you may have about our service, and can be contacted at [support@octai.com](mailto:support@octai.com).