Whistlelink – SaaS Fact sheet

ISO 27001 Certification

Certificator	RISE
Process for risk analysis	Yes
Process for deviations	Yes
Process for incidents	Yes
Education of staff	Yes

Functionality in Whistlelink

Password

Length	Min 8
Characters	Min 1 uppercase letter Min 1 lowercase letter Min 1 number Min 1 symbol
Nr of attempts, then blocked	5
2FA log in available	Yes, TOTP/SMS
Time out after inactivity	30 minutes

User Management

Roles available	Owner Administrator Case handler Viewer

Logs

Logs available	Login, views, Actions as assignments, notes, updates of summary, sent messages etc.

Data retention

Defined by customer	8 hours - 10 years
Backup retention	14 days

Support

Online support	8-17 CET
Languages	English, German, French, Italian, Polish, Swedish

SLA

Service time	Business days: 8-17 CET
Support tickets	One business day
Tech issues, setting time	One hour, business time
Guaranteed uptime	99,9%

Technical security

Separate production environment	Yes
Backups	Daily
Geo redundant backups	Yes
Encryption	Bhash
Firewall model	pfSense
Patch management process	Yes
Logging	Yes
IDS	Yes
IPS	Yes

Incident response plan	Yes
Business continuity plan	Yes
Access principle	Principle of least privilege
Separate of duties	Yes

Tests

External penetration tests	Yes. Annual.
Vulnerability tests	SonarQube and Detectify

Hosting provider

Company	Glesys, glesys.com
Location	Sweden
Building year	2020
Temperature	20-30 C
Humidity	40-60%
Redundancy	N+1
Utility connection redundancy	N+1
Backup Power Type	Generator
Backup Power Redundancy	N
Utility connection redundancy	N+1
CCTV	Yes
Burglar Resistance	Class 3
Authentication Factor	Access card, PIN
Fire Suppression	Aspirating Smoke Detector 3M Novec 1230
Destruction of used discs	Yes
Certificates	ISO9001 ISO14001 ISO27001

GDPR

Transfer to third country	No
Data breach procedure guideline	Yes
Data Protection Impact Assessm.	Yes

Staff

Background check	Yes
Onboarding process	Yes
Offboarding process	Yes