

Reckon Online – Frequently Asked Questions

Is my data secure?

Security should be considered on three levels:

1. The security of your supplier
2. Physical security and infrastructure
3. Data security

Reckon's online products are considered secure for the following reasons.

Security of the supplier

- Reckon is a publicly listed company that is financially sound
- Reckon owns and manages the servers on which QuickBooks runs

Physical security and infrastructure:

- The servers are in a purpose built data centre (in the south of Sydney) provided by one of the largest data centre providers in the world
- The data centre has dual power supplies to all the server racks, with dual UPS, dual independent air conditioning towers, diesel generator backup
- Physical access to the data centre is controlled using biometric security
- We have dual high availability fibre optic internet connections that are sourced from the north and south of the data centre so they are physically in separate trenches
- All the QuickBooks Hosted hardware is based on a high availability (HA) design (auto fail over) i.e. dual HA firewalls, dual HA 10gb network switches, multiple physical servers, automatic virtual server fail over, multiple database servers, enterprise (real time) replication storage area networks
- We have a second disaster recovery data centre in North Sydney.

Data security

- The data is stored in Sydney and subject to Australian law i.e. it is not stored in the US where the US Patriot Act means that the US government has complete access to all data stored in all locations globally by any US corporation e.g. data stored in Amazon, Google, Microsoft Azure or Apple iCloud comes under the Patriot Act
- The data is stored in data base servers that have highly controlled access. Only the customer and a few system administrators can access the data – no one (including anybody at Reckon or our tech support staff) can access that data
- We cannot decrypt your log on passwords (either to the entire service or your QuickBooks data files) which is why we have to ask you for your password if we think that we need to access your data to help in a problem resolution
- The security system we use is based on Microsoft Server 2008 R2 with Active Directory control with the highest level of security enabled
- The customer's data is backed up every night
- A second backup is taken to tape, the tapes are stored in a secure vault in Sydney but a long distance from the data centre.