

Security overview

Secure and reliable platform hosted in Australia in the Microsoft Azure cloud

Secure cloud hosting safeguarding your data with rigorous privacy and encryption standards.

Logiqc is an online platform used by hundreds of healthcare and community services sectors across Australia and New Zealand to manage safety, quality and risk.

Logiqc is designed to support organisations operating in complex regulatory environments to meet the requirements of standards such as ISO 9001, ISO 3100, NSQHS, NDIS Practice Standards, any many more.

Since its release in 2010, Logiqc has become the system of choice for more than 250 organisations throughout the region.

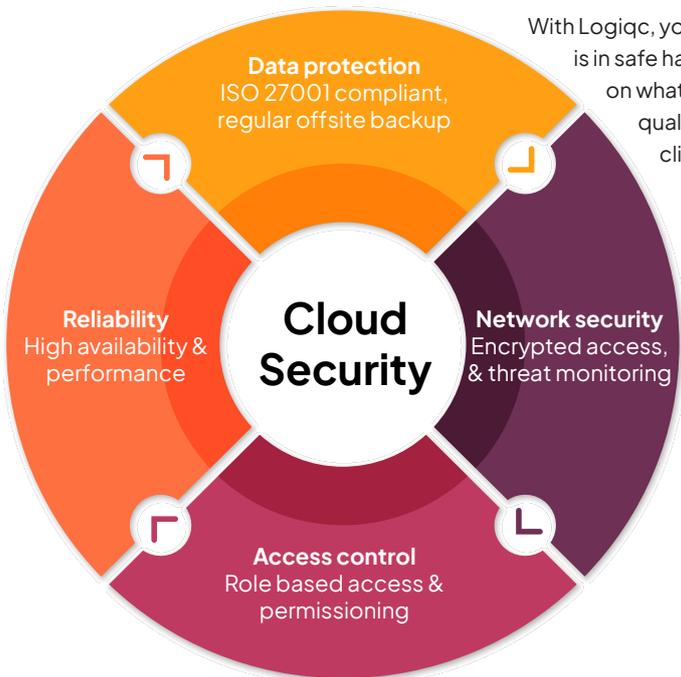
Our web-based platform, delivered via Software-as-a-Service (SaaS), ensures accessibility and efficiency for our users.

Trusted cloud partner

At Logiqc, safeguarding the security of our clients' data is our top priority. We have implemented a range of industry-leading best practices aimed at fostering trust in how we handle your data.

Our commitment lies in preserving the privacy, confidentiality, and continuous availability of your data. This dedication is upheld through the following measures detailed below.

With Logiqc, you can trust that your data is in safe hands, allowing you to focus on what matters most—delivering quality care and service to your clients.



Key Points

- All data stored in Australia
- 99.95% CSP uptime
- Backup to offsite regional data centre
- Tightly regulated data centre security
- Managed in accordance with ISO 9001 and ISO 27001 requirements
- Regular pen testing
- Single Sign-On (SSO)
- Data encrypted in transit using TLS version 1.2 with a 2048-bit signatory key
- Sub-four hour RPO and six hour RTO



Cloud security and controls



Cloud

Harnessing Cloud Power for Seamless Scalability

The Logiqc platform leverages the power of Microsoft Azure's cloud computing to deliver unmatched scalability to our users. By adopting a cloud-based architecture, we ensure that your organisation can effortlessly scale its operations up or down in response to changing demands, without the need for costly hardware investments or infrastructure overhauls.

Global Reach and Accessibility

By hosting Logiqc on cloud infrastructure, we ensure that your system is accessible to users from anywhere around the world. With data centres located in strategic locations throughout Australia, we minimise latency and provide a seamless experience for users regardless of their geographical location. Our cloud-based platform ensures that your services are always available and responsive.

Continuous Innovation and Improvement

We empower your organisation to stay ahead of the curve and embrace the latest innovations within our product. With Logiqc, you'll benefit from regular updates and feature enhancements delivered seamlessly through the cloud, ensuring that your organisation always has access to the latest features and capabilities to drive success.

Security

Fortified by Ironclad Security Measures

At Logiqc, security is not just a feature; it's a fundamental pillar of our platform. We understand that safeguarding your data and protecting your organisation from cyber threats is paramount, which is why we have implemented a comprehensive suite of security measures designed to provide you with peace of mind and ensure the integrity, confidentiality, and availability of your information.

State-of-the-Art Encryption

All data transmitted to and from Logiqc is encrypted using industry-standard encryption protocols, ensuring that your information always remains secure and confidential. Whether you're accessing your platform from your office, a coffee shop, or halfway around the world, you can trust that your data is protected against unauthorised access and interception.

Robust Access Controls

We understand that not all users require access to the same information or functionality within your platform. That's why Logiqc offers robust access control mechanisms that allow you to define granular permissions and roles for each user, ensuring that sensitive data is only accessible to authorised individuals. Whether you're managing a small team or a large enterprise, you have full control over who can access what within your platform, minimising the risk of data breaches and unauthorised access.

Data Residency and Privacy

We recognise that data privacy is of utmost importance to your users, which is why Logiqc hosts all of your data within Australia, thus ensuring that your data remains protected and compliant with local regulations.

Data

Data Backup: Ensuring Business Continuity and Peace of Mind

At Logiqc, we understand that your data is your most valuable asset. That's why we've implemented robust data backup solutions to always ensure the integrity and availability of your information. Our comprehensive data backup strategy is designed to provide you with peace of mind, knowing that your data is securely backed up and easily recoverable in the event of data loss or disaster.

Continuous and Automated Backup

Our data backup solution operates seamlessly in the background, continuously and automatically backing up your data as it changes. Whether you're making updates to critical documents, processing transactions, or adding new records to your database, rest assured that your data is being backed up in real-time, ensuring that you always have access to the most up-to-date information.

Multiple Redundant Copies

We understand the importance of redundancy when it comes to data backup. That's why we maintain multiple redundant copies of your data, stored across geographically dispersed data centres within Australia. This ensures that even in the unlikely event of hardware failure, natural disaster, or cyber-attack, your data remains safe and accessible, providing you with added peace of mind and confidence in the integrity of your information.