




Keeping your content safe

Cloud security explained

We take the security of your information as seriously as you do – it's of paramount importance to us. We employ state-of-the-art technology and hundreds of security processes and controls to help us comply with industry-accepted standards, regulations, and certifications to keep your content safe.

There's a lot of jargon around cloud security features, so here we've set out in simple terms what security measures we have in place, why they're important, and why they should matter to you.


Meets international standards



We are ISO 27001 certified. This internationally-recognized certificate demonstrates that we have invested in the people, processes, and technology to protect your data and help reduce the risk of security breaches.

Why it matters: ISO 27001 is an industry-accepted certification that your clients will recognize and may well expect – other organizations such as banks and insurance companies are certified in the same way. Using technology that is protected by this standard shows that you are serious about security, GDPR, and keeping your client's content safe.


For your eyes only



All client content is logically separated within our platform, so it is not possible for clients to 'see' each other's content.

Why it matters: As your content is not mixed with anyone else's, it reduces the risk of exposure of confidential information to anyone else. Your content is your content – no one else can access it without your explicit permission – not even us.

Never lose your content



We promise 99.5% availability of our servers – reserving the remaining time for scheduled maintenance. Anything stored in the cloud is automatically backed up at regular intervals, so no work is ever lost. We also have backups in the unlikely situation anything did happen to our principal cloud server.

Why it matters: We have the infrastructure and processes in place to ensure your content is kept safe and always available to you. With secure cloud storage there's no need for manual backups – it's done automatically for you. And we even have backups of the backup.

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Control who accesses what



Your account is secured by our single sign-on solution – RWS ID. If your account is left inactive for too long it will automatically log you out. On accounts with more than one user, permissions can be set to restrict user actions and visibility.

Why it matters: Our single sign-on solution provides an additional layer of security and strengthens our protection against data leaks and cyberattacks. It also makes it easier for users to work with RWS applications – as they can use the same credentials across them all. Plus, with the option to set permissions, you know your content is only accessible to those you give access to.

Extra layer of protection



Not only is your content encrypted when in transit, but also when it is stored on our cloud servers (encryption at rest). If your content was breached for any reason, this encryption would have to be defeated in order to read the information.

Why it matters: Every additional layer of security we add, the harder we make it for hackers to access your content. This is yet another way we try to deter cyberattacks.

Secure hosting



Our cloud platform, including all client content, is hosted by Amazon Web Services (AWS) in Frankfurt, Germany.

Why it matters: We have selected Germany to host all of our content as they have the strictest data protection and privacy requirements in the world. By hosting our platform here, we have to ensure we adhere to Germany's security standards in addition to our own.

Still unsure or want to find out more?

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