Security

Organizational security, cloud security, operational security, and risk management.

01 Organizational Security

Confidentiality

We use confidentiality agreements to help protect confidential information.

02 Cloud Security

Cloud Infrastructure

Application servers run on CoreWeave in its LGA1 region. Production processing also uses Modal, with some functions using default region placement.

Data Hosting

Our primary database is MongoDB Atlas on AWS in N. Virginia (us-east-1). Production object storage uses Cloudflare R2 in Eastern North America. Data storage and processing locations vary by service.

Stored-Data Encryption

MongoDB Atlas and Cloudflare R2 encrypt stored data at rest.

Web Encryption

Our public web connections use HTTPS with TLS 1.2 and TLS 1.3.

Database Backups and Recovery

Production database snapshots run every six hours, with seven-day point-in-time recovery. A database restore test has been completed.

03 Operational Security

Logging and Monitoring

Production systems use logging, monitoring, and Slack and email alerts to support incident detection and tracking.

Incident Response

We use a formal security-response plan and track incidents through tickets.

04 Risk Management

Risk Assessments

We conduct risk assessments to identify and evaluate security risks.

05 Contact Us

For security questions or to report a potential security issue, contact info@palatial.cloud.