

Privacy, Data Security and Service Level Agreement (SLA)

SimplePart takes the safety, security and availability of your website and data very seriously. We've taken measures to guarantee a consistent, safe shopping and fulfillment experience and have detailed those measures here:

Privacy

SimplePart collects information about the customers that browse your SimplePart website. This information includes browsing history, car preferences and basic demographics. SimplePart uses this information to generate a custom shopping experience in real-time for each user - showing them relevant product suggestions and helping to guide site navigation. SimplePart uses this customer information for NO OTHER PURPOSE. SimplePart will not sell, trade or in any way share your customer information with anyone.

SimplePart also maintains information about completed sales. This information includes customer information and credit card numbers. Credit card information is wiped from our system as soon as each order ships – we do not maintain, archive or store any credit card information.

Production Data Security

SimplePart's servers are hosted in an access controlled facility. This facility provides guarded 8x6 access and electronically controlled 24x7 access. Physical access to the servers is controlled by key to locked cabinets. Outside electronic access to these servers is strictly controlled and logged – a specific, known list of individuals has access to production systems. These systems are password-controlled Windows Web Server 2008 machines. No outside contractors or persons not employed by SimplePart have access to production servers. Further, measures are in place to monitor servers in real-time and provide instant alerts to unauthorized access.

Customer checkout and the exchange of sensitive information between customer and SimplePart is protected by SSL, which encrypts the information as it travels across the Internet. There is no means within SimplePart for a customer credit card number to be displayed, except through the Control Panel – they are not transmitted via email, or displayed on any client-facing screen. There is no way for one to be extracted from the SimplePart system, except via password controlled access to your Control Panel.

Service Level Agreement (SLA)

SimplePart's production hosting is monitored in real time by both in-house and third party services. These services are capable of automatically redirecting SimplePart traffic to servers standing by in our alternate (Disaster Recovery – DR) facility. This DR facility is kept current and is capable of managing a full traffic load. Automatic failover to our alternate facility happens within five minutes of a detected failure.

Failures watched for include: Internet connectivity, website functionality failure, power failure, database failure, server failure and site performance. It is because of the monitoring and automated failover measures in place that SimplePart can guarantee no customer site outage of more than 1 hour.

Because of the sensitive nature of customer credit card information, that is ***NOT*** transferred automatically between primary and alternate facilities – this happens using a secure, manual process. After an automatic failover, Control Panel access is disabled until it is manually re-activated by SimplePart staff. Because of these measures, SimplePart can guarantee no Control Panel outage of more than 6 hours.