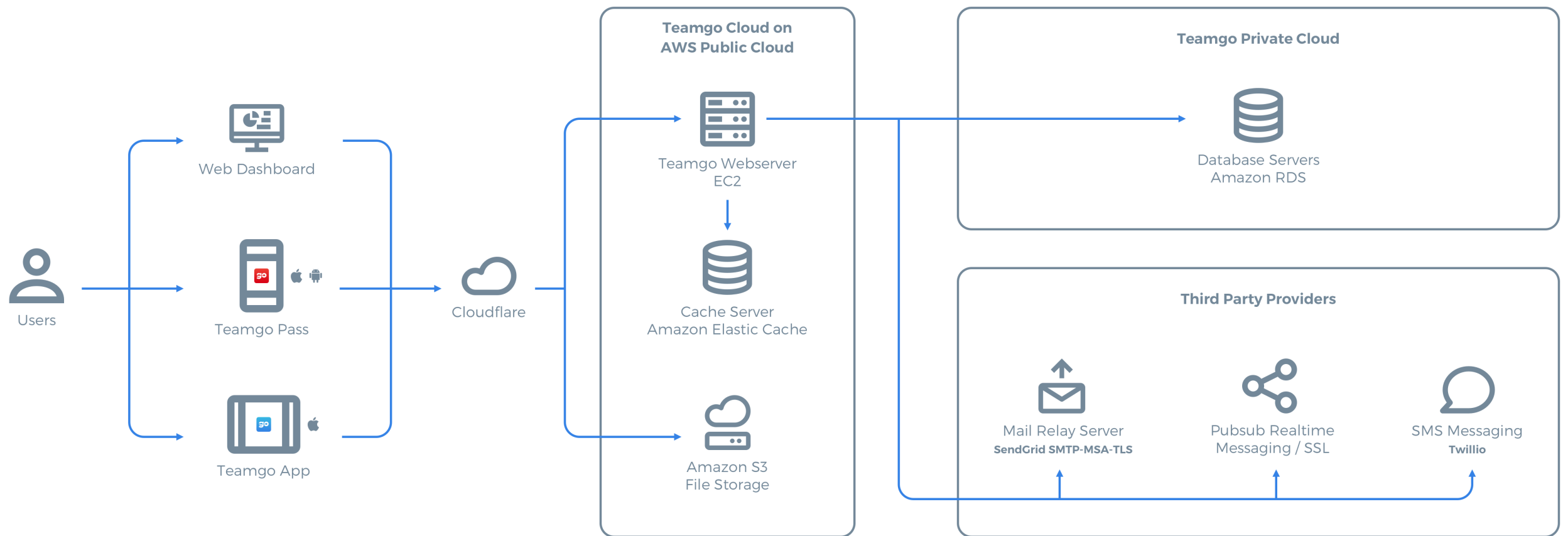


teamgo

Security Information



→ = SSL Connection

Where is the service hosted?

Our infrastructure is maintained and served from Amazon Web Services (AWS) in the Asia Pacific location in Sydney, Australia.

Where is customer data stored?

All Teamgo customer data and metadata is securely stored with Amazon Web Services (AWS) in the Asia Pacific (Sydney) Region EC2 location in Sydney, Australia. Teamgo never stores customer data locally on our internal network or on mobile storage devices.

Who can access your data?

Only when providing direct technical support do our team review customer account data, typically when real-time access is required. Teamgo restricts and forbids accessing client data outside of such circumstances. All Teamgo staff are required to provide police clearance checks.

Can I install the service locally?

Teamgo is secure cloud software that requires internet access to function correctly. The service is designed to be delivered through web browser and mobile devices using mobile apps.

How do customers authenticate access?

Teamgo customers (End Users) may authenticate to login to the Teamgo desktop or mobile apps with a username and password. We currently do not offer any other ways of authenticating with Teamgo for access to the system.

What if the service is disconnected?

The Teamgo service requires internet connectivity with your office wifi or cellular device to operate correctly. No customer data is stored locally or on devices. If your internet connection is unavailable Teamgo will suspend functionality until it is restored.

How long do we store data for?

We store your data for the time you have an active subscription with Teamgo or until you request it to be purged. Part of our service is the digital storage of your collected data. We keep a small amount of metadata on each visitor arrival for data integrity and auditing purposes.

Our head office is located in the vibrant city of Adelaide, South Australia.

For security purposes our physical and postal address are provided on request only.

USA +1 650-284-0485

AUS +61 (08) 7123 7888

UK +44 (20) 3808 2692

Email support@teamgo.co