

# Security & Compliance

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## Do you have an ISO Certification?

Yes, Autoaddress has been awarded ISO 27001:2013 certification.

## Do you offer a Service Level Agreement?

Yes, Autoaddress offers an SLA (Service Level Agreement) to customers as part of our service contract in which specific aspects of the service are defined to suit your process and operation.

## How do you ensure the service stays Live at all times?

Reliability is a key component of our customer promise. With that in mind, we have invested a considerable amount of time and money to ensure that Autoaddress is always available. Thanks to multiple data centers, we have the ability to reroute traffic as required. With no impact on speed, security, and reliability.

## Is the service offline when upgrades or data updates are applied?

There is no downtime as upgrades and data updates are managed without impacting our technology.

## How about the security and privacy of my data?

The security of your data is our primary concern. Any data that you submit as part of your registration, set up or even processing will never be sold, shared, or distributed in any way. You can read more about it in our [Privacy Policy](#).

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