

Security that respects your boundaries.

A practical overview for procurement, due diligence and security conversations.

WHAT THIS COVERS

Data boundaries, access controls, deployment options, resilience and review support.

Prepared for customer security reviews

Velox | Distribution operations, protected by design

01 / SECURITY FOUNDATIONS

Clear boundaries. Intentional access.

Velox is built to keep every organisation's data separate, controlled and available to the people who need it.

CUSTOMER DATA BOUNDARY

Each customer has an isolated data boundary. Your organisation's records are kept separate from every other Velox customer.

TEAM ACCESS BOUNDARY

Within your organisation, visibility is scoped by role and distributor. People see the records assigned to their responsibilities.

ACCESS CONTROLS

- Role-based permissions let you choose what each user can view, create, approve or change.
- Distributor-level visibility limits distributor teams to the customers, orders and records assigned to them.
- Standards-based authentication supports secure sign-in for web, operations and mobile apps.
- Reports can be shared with specific distributors only, supporting controlled collaboration.

PRINCIPLE

Velox applies access based on both the customer boundary and the user's assigned scope.

Choose where Velox runs.

Select the operating model that fits your organisation's operational, security and data-residency requirements.

DEPLOYMENT OPTIONS

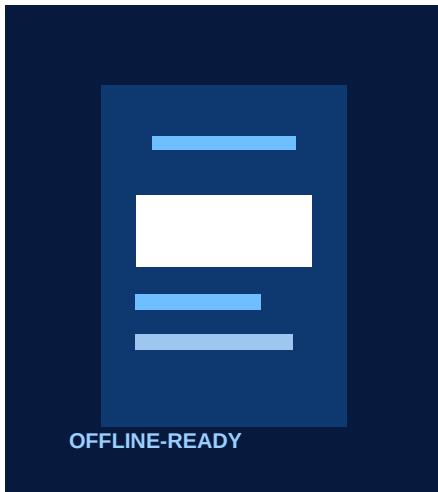
SaaS	Hosted and managed by Velox on shared cloud infrastructure, with data isolated per customer.	BEST FOR Teams that want to start quickly
Private SaaS	A dedicated Velox environment, hosted and managed for your organisation only.	BEST FOR Enterprises that need isolation without running servers
On-premises	Velox runs in your own data centre or private cloud, under your security rules.	BEST FOR Organisations with strict data residency or security requirements

PROTECTION IN THE PLATFORM

- Data is protected in transit and at rest.
- Documents and files are stored in secure, S3-compatible object storage.
- Backup, recovery and disaster-recovery arrangements are documented for the selected service.
- Service-specific recovery objectives are agreed in the applicable service agreement.

Secure mobile, even offline.

The Velox mobile app continues working without a connection and synchronises when connectivity returns.



Mobile data stays scoped to the signed-in user.

Each device receives only the data its user is allowed to see. When the connection returns, work synchronises back to the platform.

PRIVACY AND DATA PROTECTION

Velox processes customer data only to provide Velox. A data processing agreement is available for every customer on request.

CUSTOMER CONTROL

- Customers can request return or deletion of data at the end of their contract.
- Velox is designed to support customers' compliance with data protection laws, including the GDPR.
- Hosting provider and selected region are confirmed for the chosen SaaS or private-cloud environment in the order form.

IMPORTANT

Environment-specific commitments, including data residency, recovery and support arrangements, are documented for the selected service.

Direct answers for security reviews.

We support customer questionnaires and provide the information needed to assess the deployment you select.

REVIEW AREA	CURRENT DISCLOSURE
Hosting and residency	Hosting provider, selected region and available deployment/residency options are confirmed for the selected service.
Resilience	Backup, recovery, disaster-recovery and agreed RPO/RTO arrangements are documented in the applicable service agreement.
Availability and support	Uptime target and support response commitments are defined in the service agreement or order form.
Identity and logging	Role-based access is available. MFA and audit-logging scope are confirmed for the selected deployment during review.
Incident and assurance	Notification process and contractual timing, subprocessors, and penetration-testing scope or summaries are available during due diligence on request.
CERTIFICATION STATUS	
Velox does not currently claim SOC 2 or ISO 27001 certification. No public certification timetable is published. If certification becomes available, its scope and current status will be published.	

NEXT STEP

Contact the Velox team to begin a security review, request a DPA or discuss your deployment requirements.