

Security Overview

Data Handling, Encryption and Compliance

DMS Smart Monitor is built with security at its core. We implement industry-leading practices to protect sensitive property and tenant data while ensuring compliance with UK data protection regulations.

Data Encryption

Layer	Standard	Implementation
Data in Transit	TLS 1.3	All API and web traffic encrypted
Data at Rest	AES-256	Database and file storage encryption
Sensor Communication	TLS 1.2+	Encrypted device-to-cloud
Backups	AES-256	Encrypted backup storage
API Keys	SHA-256	Hashed storage, never plaintext
Passwords	bcrypt	Cost factor 12, salted hashing

Access Control and Authentication

- **Role-Based Access Control (RBAC)** - Granular permissions for each user role with principle of least privilege.
- **Multi-Tenant Isolation** - Complete data separation between organisations with enforced query scoping.
- **Multi-Factor Authentication** - Optional TOTP-based 2FA for all user accounts.
- **Session Management** - Secure session handling with automatic timeout and regeneration.
- **API Authentication** - OAuth 2.0 and Laravel Sanctum for secure API access.
- **Audit Logging** - Comprehensive logging of all authentication events and sensitive actions.

Regulatory Compliance

Regulation	Status	Scope
UK GDPR	Compliant	Personal data processing and storage
Data Protection Act 2018	Compliant	UK data protection law
Awaab's Law	Supported	Housing hazard response compliance
HHSRS	Supported	Housing health and safety rating
Cyber Essentials	Ready	UK government security scheme
ISO 27001	In Progress	Information security management

Data Handling Practices

- **Data Minimisation** - Only essential data collected for service delivery.
- **Purpose Limitation** - Data used only for specified, legitimate purposes.
- **Retention Policies** - Automated data lifecycle management and secure deletion.
- **Third-Party Sharing** - Explicit consent required for insurer data access.
- **Subject Access Requests** - Automated SAR processing within 30 days.
- **Data Portability** - Export functionality for all user and property data.
- **Breach Notification** - 72-hour notification process for data breaches.

Infrastructure Security

- UK-based data centres with ISO 27001 certification
- DDoS protection and Web Application Firewall (WAF)
- Automated security patching and vulnerability scanning
- Regular penetration testing by third-party security firms
- 24/7 infrastructure monitoring and alerting
- Disaster recovery with less than 4 hour RTO

Security Contact

For security inquiries or to report vulnerabilities: office@dmsmonitor.uk