Security overview · v1.0 · 18 Nov 2026

How USR protects your data

A short overview for IT, security and procurement teams evaluating USR Apps. Full policies, the Data Processing Agreement and the security questionnaire are in the onboarding pack, shared under NDA.

ISO 27001
Information security, certified (QRO, 305024062450IST)

ISO 42001
AI management, certified (UKcert, UQ-2025072543)

DPDP Ready
Our own readiness under India's DPDP Act

99.5%
Monthly uptime target, live status page

1. Certifications

Standard	Certificate	Scope	Next audit
ISO/IEC 27001:2022	305024062450IST, issued by QRO	Software as a Service (SaaS) and Managed Services, company-wide	Recertification by June 2027
ISO/IEC 42001:2023	UQ-2025072543, issued by UKcert	AI modules for performance management, talent management and OKR products	Surveillance audit by July 2027
DPDP Ready	Our own readiness against India's Digital Personal Data Protection Act, 2023. It is not a government certificate.		

2. Where your data lives

USR Apps

Hosted on Amazon Web Services (AWS). Customers in India keep their data in India (AWS Mumbai region). Each company's data is kept apart with database row-level security that is tested automatically.

USR PMS (earlier version)

Hosting, backup and recovery details for the earlier USR PMS are in the onboarding pack, shared under NDA.

3. Security controls

Area	What we do
Encryption	At rest: databases, server disks and file storage are encrypted. In transit: HTTPS everywhere, with encrypted connections to the database.
Sign-in	Single sign-on with Google, Microsoft or your company login; brute-force protection; two-factor sign-in for company administrators.
Access	Role-based access in every app; production servers are managed only through audited AWS tools, never by direct log-in from laptops.
Secrets	Passwords and keys are kept in a managed secrets vault, never in source code, and rotated on a schedule.
Audit trails	Account activity is logged across the cloud account; apps keep audit trails of who changed what and when, with old and new values for payroll, accounts and approvals.
Threat detection	Managed threat detection is switched on for the cloud account.
Testing	Vulnerability assessment and penetration testing (VAPT) and source code review by a CERT-In empanelled firm.
Change control	Every release is tested first on a separate training system with made-up data, backed up before it goes live, and can be rolled back in about a minute.
People	Background checks for staff, two-step verification on all staff accounts, and paid anti-virus on all staff laptops.

4. Backups and recovery (USR Apps)

What	How	Kept
Production database	Continuous automated backups with point-in-time restore, plus a live standby copy in a second data centre	14 days
Before every release	An extra backup of the database	Per release
Server disks	Daily encrypted snapshots	14 days
Your files and audit archive	Encrypted object storage with versioning	As per retention rules

If this happens	Recovery target (design)	Data loss target
A release causes a problem	About 1 minute (switch back)	None
Database server fails	1 to 2 minutes (automatic standby)	None
Data entered or deleted by mistake	1 to 2 hours (point-in-time restore)	Minutes
Application server lost	2 to 4 hours (rebuild from snapshot)	None for the database

Targets are design values, not guarantees. Restore was tested on our training system on 22 Oct 2026. Your signed agreement and the Support SLA set the service terms.

5. Incidents and support

24 hrs

Notice to you after we confirm an incident affecting your data (Support SLA, section 6).

Status page

Live service checks, incidents and planned maintenance at usrinfo.tech/status.

Escalation

P1 critical: 30 min acknowledgement, 24×7×365. Matrix at usrinfo.tech/support-sla.

6. Important notice

This overview describes our practices on its version date and may change as we improve them; the latest version is always on usrinfo.tech. It is not a contract or warranty; your signed agreement and the Data Processing Agreement set the terms. Detailed policies are shared under NDA. Questions: support@usrinfo.tech.

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