



INFORMATION
SECURITY
CERTIFIED

Establishing trust through security



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HETZNER
— ONLINE —



Physical security

Hetzner Online has two data center parks located in two different towns in Germany: Nuremberg and Falkenstein in Vogtland.

A video-monitored, **high-security perimeter** surrounds the entire data center park. Entry is only possible via electronic access control terminals with a transponder key or admission card. All movements are recorded and documented. Ultra-modern surveillance cameras provide 24/7 monitoring of all access routes, entrances, security door interlocking systems and server rooms.

Colocation rack clients have their **own key and access code** for the secure server rack.

The administration interface Robot allows Colocation customers to set up their **entry authorization** in advance and allows them to make **appointments** for their first visit to the data center and/or for a service visit from an external company.

A generated password enables on-site personnel to authenticate and issue a **transponder key** for the interlocking doors to the rack. The visit is logged, and the footage recorded is archived in the administration interface for monitoring purposes.

The **uninterrupted power supply** (USV) is ensured with a 15-minute backup battery capacity and emergency diesel-generated power. All UPS systems have redundant design.

Direct free cooling allows for the **environmentally-friendly cooling** of hardware. **Climate control** is effected via a raised floor system.

A modern **fire detection system** is directly connected to the fire alarm center of the local fire department.

Network security

Multiple redundant connections to the largest German internet exchange point, DE-CIX, ensure **smooth data transfer**.

All existing upstreams and peerings are integrated in the backbone via state-of-the-art routers from Juniper

Networks in order to boost the network's capacity.

In order to safeguard your web applications, websites, servers, and IT infrastructure from DDoS attacks, Hetzner Online utilizes its automatic **DDoS protection** system.

System security

Security updates are continuously performed on managed servers.

There is a central **back-up** server to save backed-up data. The **RAID-1 hard disk system** reduces the likelihood of data loss.

Other optional features such as the **Flexi-Pack** provide the highest level of availability.

Qualified experts are available **24/7** to provide individual support.

Data protection

Personal information is saved and used exclusively for the preparation of invoices and for contact purposes.

All employees are contractually obliged to comply with Paragraph 5 of the Federal Data Protection Act (BDSG). Information is solely relayed to respective registrars for the registration of domains and for the preparation of invoices to concerned service partners (e.g. banks).

Information is always forwarded according to the regulations of the Federal Data Protection Act (BDSG). The amount of transmitted information is kept to a minimum.

If you have any questions on data protection, please contact data-protection@hetzner.com.