



Kizeo Security Document

Security & Compliance Documentation

Document history

DATE	CHANGES	DONE BY
@July 26, 2024	Overall remake of the document	@Vincent Demonchy
@January 30, 2025	Update to 2025	@Vincent Demonchy
@May 27, 2025	Pentest date update	@Vincent Demonchy
@December 2, 2025	Update RPO and maintenance information	@Vincent Demonchy
@January 8, 2026	Add 2025 SLA	@Vincent Demonchy
@April 2, 2026	Updated with 2026 Q1 new services	@Vincent Demonchy

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Summary

This document provides a comprehensive overview of Kizeo's security measures and practices for its SaaS solutions. It covers:

- Organisational security policies
- Data hosting and encryption practices
- Data reversibility and extraction methods
- Infrastructure details and third-party providers
- Handling of sensitive data and GDPR compliance
- Password policies and account security features
- Data anonymisation and user rights
- Traceability and logging practices
- Physical and IT security measures
- Regular security audits
- Service Level Agreements (SLAs)
- Service continuity planning

This security overview is designed to inform customers about Kizeo's commitment to data protection, compliance, and service reliability across its product offerings.

❖ Organisational Security

Our employees

Non-divulgation

All of our employees has signed a confidentiality and non-divulgation agreement.

Non-divulgation (externals)

Every third-party person who will work with or for Kizeo requiring a partial access to our data has to sign a confidentiality and non-divulgation agreement.

Access to customers' data

- Can Kizeo access customers' data ? [For support purpose, we may need to have access to your data. By default, we will always ask you for verbal or written agreement. You can request us to have a mandatory written agreement.](#)
- Do we log support operation ? [Yes](#)

Certifications

- Is Kizeo certified ? [No](#)
- Does Kizeo plan to get any certification ? [No](#)
- Is Kizeo infrastructure designed according to a certification ? [Yes, according to ISO/CEI 27001](#)
- Does Kizeo force partners involved in data hosting to be certified ? [Yes, ISO/CEI 27001 and HDS required](#)

❖ Data hosting

Localisation

All data are stored in multiple data centers in France. Every transmission between data centers and external devices (browsers, mobile apps) are secured.

- Do we host in France ? **Yes**
- Can we host outside of France ? **Kizeo can consider this request depending on the situation**
- Does Kizeo manage infrastructure for its customers ? **Yes, Kizeo is a SaaS Provider**
- Is data encrypted during transfer inside Kizeo system ? **Yes**
- Do transfers inside Kizeo system go through a private network ? **Yes**
- Is data between Kizeo and outside encrypted (including customers' devices) ? **Yes, using TLS 1.2 minimum**
- Are servers mutualised ? **Yes**
- How the data is segregated between customers ? **Using two patterns : Column-based (old default) or Silo-based (new default) system**
- Can we make dedicated servers managed by Kizeo ? **Yes, under specific commercial conditions**

Providers

Aa Provider	≡ Scope	🕒 ISO/CEI 27001	🕒 HDS	☰ Other certifications
 AWS	IaaS, PaaS, data hosting	Certified	Certified	BSI-C5 ISO 27017 ISO 27018 PCI DSS SOC1 SOC2 SOC3
 Claranet	Security and 24/7 monitoring and escalation	Certified	Certified	CREST ISO 27701

Additional notes about AWS

<https://aws.amazon.com/fr/compliance/programs/>

BSI-C5: Equivalent to other EU certifications on behalf of SOG-IS and CCRA

(<https://www.ssi.gouv.fr/entreprise/produits-certifies/cc/les-accords-de-reconnaissance-mutuelle/>)

Additional notes about Claranet

ISO 27001 (2024-01-12): <https://www.claranet.fr/claranet/certifications-et-recompenses/certification-iso27001>

Applied to all outsourcing activities. It directly echoes to Kizeo services for:

- guaranteeing the security of services, preventing security breaches.
- keeping your data confidential and ensuring their integrity
- tracking security incidents.

ISO 27701 (2023-12-19): <https://www.claranet.fr/claranet/certifications-et-recompenses/certification-iso-27701-pims>

HDS (2024-01-12): <https://www.claranet.fr/certification-hds>

CREST (Pentesting): https://www.crest-approved.org/member_companies/claranet-cyber-security/

Reversibility

Over the years, Kizeo developed various tools granting the reversibility of data stored on our server. Thanks to those, you can extract your data in multiple formats.

Our conformity implies that our customers can extract their data in various types of format without requiring Kizeo contribution.

All products

How to extract users infos ?

Customer alone:

- [Using our REST API \(json\)](#)

With Kizeo support:

- [Demanding an extract \(CSV\)](#)

How to extract groups infos ?

Customer alone:

- [Using our REST API \(json\)](#)

With Kizeo support:

- [Demanding an extract \(CSV\)](#)

Kizeo Forms

How to extract data ?

Customer alone:

- [With our REST API \(json, pdf, docx, xlsx, csv\)](#)
- [With Zapier, Make, N8N](#)
- [With our database connector](#)
- [Downloading from web interface \(csv, xlsx\)](#)

How to extract media ?

Customer alone:

- [With our REST API](#)
- [With Zapier, Make, N8N](#)
- [With our database connector](#)
- [With our FTP or Dropbox integration](#)
- [Downloading from web interface](#)

How to extract lists ?

Customer alone:

- [With our REST API](#)

- With Zapier, Make, N8N
- Downloading from web interface (csv, xlsx)

How to extract form definition ?

Customer alone:

- With our REST API
- With Zapier, Make, N8N

Useful information for your IT department

From which IP addresses do we send email (whitelist) ?

Main servers: 23.251.247.23

Main servers: 23.251.247.24

Main servers: 23.251.247.25

Administration email only: 198.244.61.149

Backup servers: 54.240.54.163

Backup servers: 54.240.54.164

Can you provide your own SMTP server ?

Yes, but we do not guarantee email deliverability from your own SMTP servers

What are our output IP addresses (FTP, SSO, custom SMTP, Webhook) ?

52.47.148.131

15.236.61.143

35.181.78.206

15.188.182.129

13.36.86.253

13.36.89.174

Which domains should we allow HTTPS on in order to use Kizeo through our firewall ?

Please note we can not provide static IP addresses for contacting Kizeo as it is not a good practice based on our SLA policy. Your firewall should then use DNS filtering instead of IP based whitelisting. Kizeo only works with HTTPS, even through the Web Service, this means we have trustable and verifiable certificates that ensure our identity. For the best quality of service, input IPs must be changeable very quickly, preventing us from giving you input IPs. They indeed change regularly, so not following these recommendations and trying to apply input IP filtering will result in Kizeo services unavailability at a random occurrence that will not be imputable to Kizeo.

`*.kizeo.com` recommended (including at least `forms.kizeo.com` and `accounts.kizeo.com`)

`ota.kizeoforms.com`

`*.kizeoforms.com` for very old devices

Does Kizeo need to connect to our customer IT ?

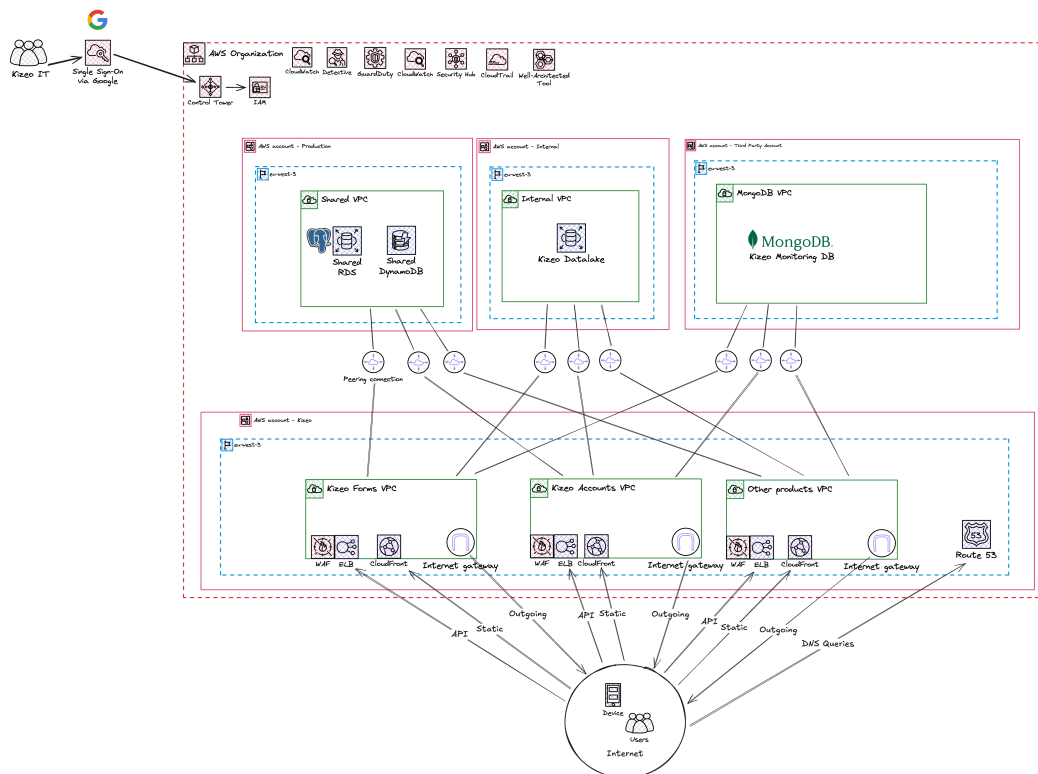
No, Kizeo offers SaaS products, and does not need to connect to the Client's internal network and infrastructure.

Infrastructure matrix

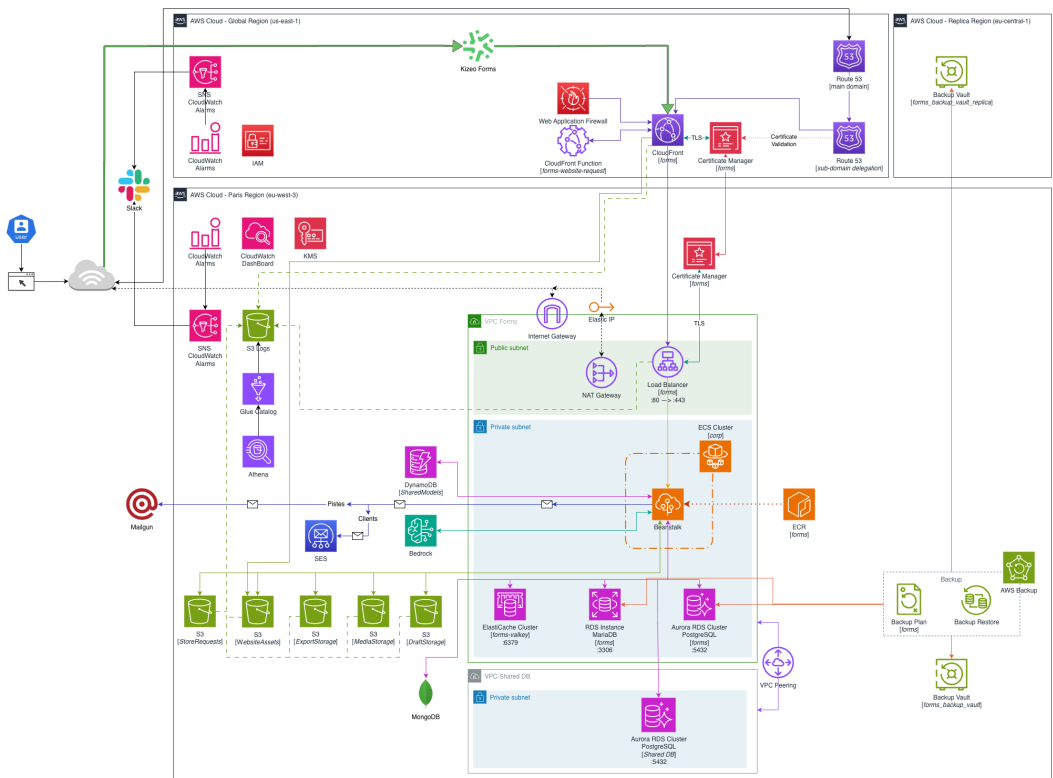
Software and application inventory

- Development languages:
 - Major usage: PHP
 - Minor usage: NodeJS, Python, Go
- Development frameworks:
 - Laravel
 - VueJS (Client only)
 - React Native (Client only)
- Databases:
 - Major usage: Postgres (Aurora and RDS), MariaDB, Redis, ValKey
 - Minor usage: MongoDB, DynamoDB
- Operating system:
 - Major usage: Alpine, Debian
 - Minor usage: Windows
- Others:
 - Docker
 - ClamAV

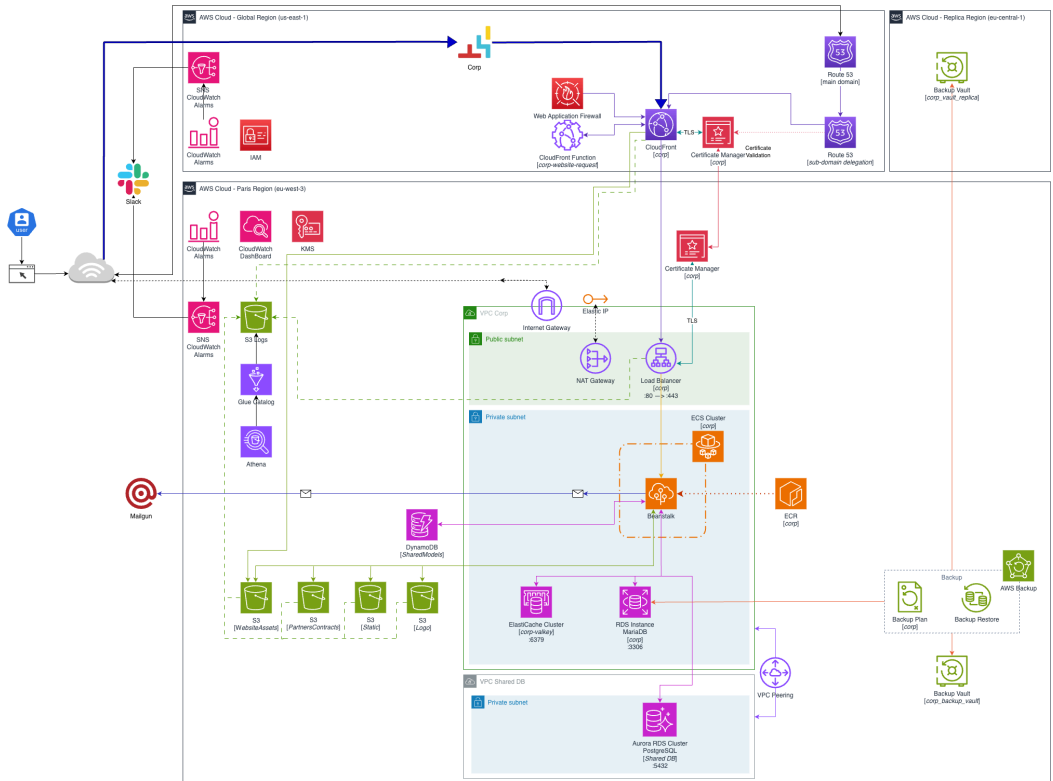
Global infrastructure



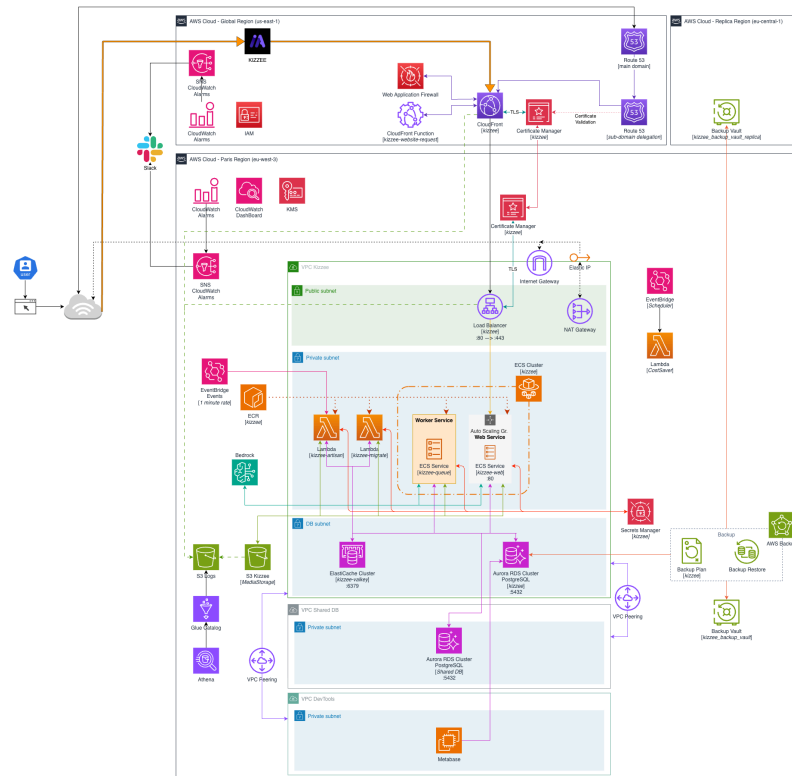
Forms



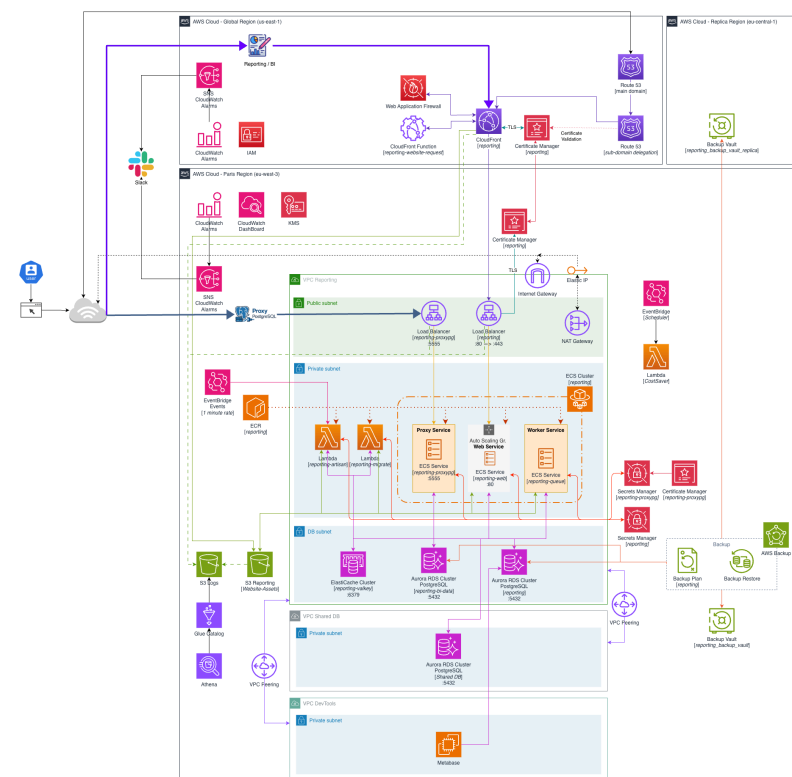
Accounts (internally known as "Corp")



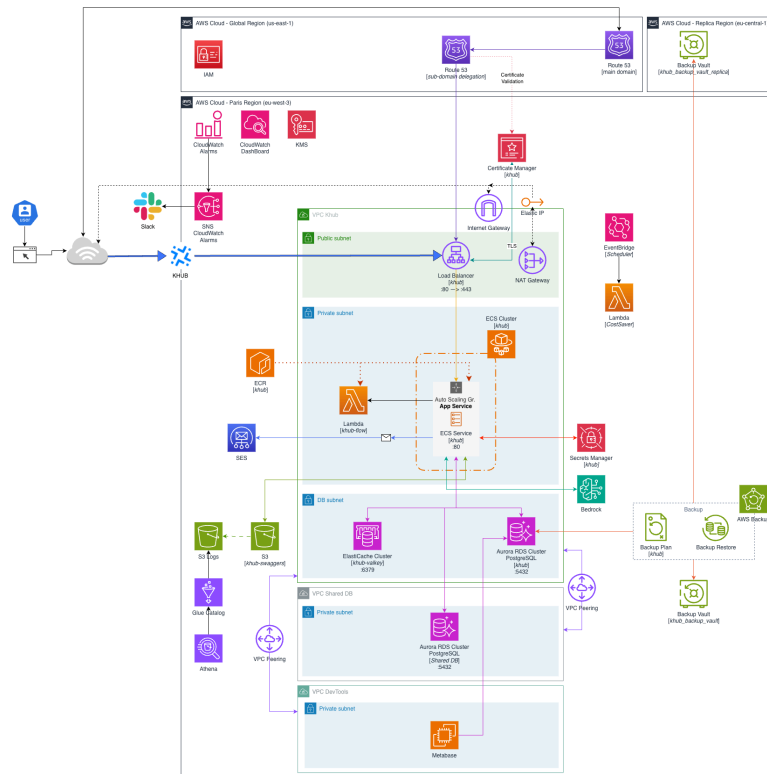
Module Kizzee (AI)



Module Reporting BI



Module Khub (Workflow)



Description of infrastructure

Kizeo infrastructure is divided into two main blocs (Accounts and Forms) and 3 sub-modules (Kizzee, Reporting BI and Khub). Accounts is the entity managing connection and authentication for all other products (Forms). Kizzee, Reporting BI and Khub are used by customers through Forms but have separated infrastructure. Each one is in its private VPC with no public access.

Kizeo security strategy involves reducing the attack surface to the minimum required to work :

- Incoming connection are made through Load Balancers, listening to specific ports and redirecting to services through a private network.
- Outgoing connection are made through NAT Gateways, with their own IPs. IPs mentioned above in this document are NAT gateways elastic IPs or SES specifics IPs (emailing).
- Database and compute instances do not have public IP addresses.
- Incoming connections do not have fixed IP addresses to prevent attacks on them.

Each system is duplicated between three availability zones (A, B, C), representing different data-centers.

❖ Data (including GDPR)

Data collected by Kizeo

All solutions

For security or functional purposes, Kizeo collects some data about your users:

- Password hash (Random Salt + hashed using BCrypt with more than 10 rounds)
 - Not required if SSO forced
- Email: not required, but needed by some features to work properly, can even be anonymised if possible by your IT
- First name: not required, can even be anonymised
- Last name: not required, can even be anonymised
- IP addresses (for security audit purposes)
- Devices' informations including browser name and version and OS name and version (for security audit purposes)

Kizeo Forms

Additionally, Kizeo Forms can collect other information:

- Geolocation, if requested to use by customer's form maker and authorised by end user
- Sent email: We keep logs of sent email metadata for 90 days for security audit purpose

Note : By default, Kizeo Forms does not store sensitive personal data. But our customers are free to customised their app the way they want, implying that they can store personal information we are not able to identify if they do not notify us. It is our customer duty to declare what is necessary and to use the tools we provide them to respect and remain in conformity according to laws in their region.

Note (lists) : Lists are intrinsically made for sharing information about some subject to your users, making it simpler for them to complete forms. It can be the list of products sold by your company, the retailers in the different regions or any other type of information.. Keep in mind that you must not use them to store and share personal data unjustified by your professional and legal needs.

Compliance with medical data

Is Kizeo certified for medical data (HDS/HIPAA) ? **No Kizeo is not certified yet, but we created our infrastructure according to those certifications.**

Are Kizeo's partners involved in hosting certified for medical data (HDS/HIPAA) ? **Yes, AWS is HDS (France) and HIPAA (US), Claranet is HDS**

https://aws.amazon.com/compliance/agence-francaise-de-la-sante-numerique-hds/?nc1=h_ls

https://aws.amazon.com/health/healthcare-compliance/?nc1=h_ls

Does Kizeo collect medical data ? **No**

Password policy and account security

On mobile device, how long are token valid ? **Access tokens for 1 day, renew token for 30 days.**

On web device, how long are token valid ? **For 8 hours**

Can we customize password complexity ? **Yes**

Can we set up an automatic password expiration ? [No, please note it is not recommended anymore by French CNIL to force password expiration.](#) [We strongly recommend 2-FA and long, not reused password instead.](#)

Can we use two-factor authentication (2FA) ? Yes, with common two factor apps including Google Authenticator and Microsoft Authenticator.

Which SSO provider can we connect with ?

Microsoft Azure Active Directory/Entra with OIDC/OAuth2

Okta with OIDC/OAuth2

Google Business with OIDC/OAuth2

Other providers: you can contact us with their requirements and we will evaluate the possibility to integrate with the proposed provider. We strongly suggest that you use an existing integration.

Can you force SSO provider connection ? Yes

Can you connect with your LDAP ? [No, it was deprecated for security issues in favour of Microsoft Azure AD/Entra](#)

Can we apply IP restriction ? [No, not yet](#)

Data anonymisation

Kizeo does not prevent you from anonymising your users if they will write personal information in our app. If you collect personal data about EU citizens, you must ensure that you possess a proper legal justification for the collect such as written consent or contractual clauses except if they cannot be identified.

Is anonymisation possible ? Yes

Is personal data encrypted ? [All data is encrypted at rest and in transit.](#)

Data encryption

Is data encrypted at rest ? [Yes, using AES-256](#)

Is data encrypted in transit ? [Yes, using TLS 1.2 or 1.3](#)

Can we encrypt specific data ? [All data are encrypted](#)

How do we manage encryption keys ? [All encryption keys are managed using AWS KMS.](#)

AI

General questions

- How is our AI trained ? We do not train or fine-tune AI (January 2025)
- Do you use 3rd party provider API for AI ? [No](#)
- Where and how do you run AI ? [On AWS, in a datacenter in Europe, like any other services, no other third party involved](#)

Specific questions by AI

- AI Form creation
 - What is used to process the information ? [Only what the user is provided to the AI when creating a form](#)
 - Do the AI have persistent memory ? [No, only for the duration of the form creation](#)
 - Is data collected for training ? [No](#)
 - Do the AI have access to personal data of the user ? [No](#)

GDPR rights

General questions

Can I ask for the deletion of my account ? **Yes**

How can I ask Kizeo to delete all my data ? **You can contact us with any communication you want and our services will help you with your suppression request after confirming the scope of suppression and confirming your authority on the requested customer account removal.**

How long after the end of my contract will you delete data automatically ? **2 years after to protect your data integrity in case of seasonal usage.**

Can I ask for a shorter time ? **Yes, anytime you please, no impact on the commercial relations.**

How long are the backup stored ? **30 days, we will not alter backup integrity for a data removal but we can provide you with a document attesting the deletion after the backup retention period.**

Does Kizeo use soft deletion for user-originated deletion ? How long is it kept ? **Yes, with a 6 month retention.**

Do you have a specific email address for GDPR questions ? **Yes, dpo@kizeo.com**

We advise our clients to make sure that they have the proper justification for any personal data collection.

We are not certified to collect and store banking information.

In case of a data violation, a notification will be sent as soon as identified and will contain all the required elements according to the risk evaluated.

Kizeo Forms: specific users

Will Kizeo delete data collected by you with our solution ? **No, Kizeo will not answer data removal from data we not own. But, as a subcontractor in this process, we will help the person requesting the removal to get in touch with an administrator of the account, and then provide them with the right tools to remove said person's data.**

Does Kizeo Forms have tools allowing customers to provide:

- access right on data they collected from people ? **Yes, from the user who collected it or a customer's admins**
- edit/correct right on data they collected from people ? **Yes, from customer's admins or by allowing user to edit data they collected**
- forgotten right on data they collected from people ? **Yes, from customer's admins**
 - Can data be immediately erased from Kizeo Server ? **Yes, using our API, customers can soft or hard delete data from our server**
- restriction right on data they collected from people ? **Yes, we provide a complex rights configuration to answer your needs.**
- portability right on data they collected from people ? **Yes, various format including XLSX, CSV, JSON, DOCX, PDF with various tools (FTP, Dropbox, Web Service, HMI, Emails, Zapier..)**

❖ Development habits and processes

Non-production environments

- We do not use production data in pre-production and testing environments.

Practices

- We follow OWASP 10 best practices
- We implemented strong static analysis solution including SonarQube, PHPStan
- We have a "Privacy and security by design" policy
- We do code reviews requiring at least 3 reviewers
- All docker repositories are analysed by AWS before going live and monitored after being deployed
- We only use AWS hardened OS
- All deployments are made with docker

❖ Logs and auditing

Application logs

All products

[User] Do we log user connection ? Yes, retention for 1 month

[User] Do we log access rights change ? Yes, 1 year retention

[User] Do we log user edition ? Yes, 1 year retention

[User] Do we log user deletion ? Yes, 1 year retention

Kizeo Forms

[Email] Do we log email sent ? Yes, retention for 3 month

[Data] Do we log data access ? Yes, retention for 3 month

[Data] Do we log data export ? Yes, retention for 3 month

[Data] Do we log data edition ? Yes, retention of metadata for the whole lifecycle of the customer

[Data] Do we log data deletion (soft) ? Yes, retention of metadata for the whole lifecycle of the customer, 6 month data recovery

[Data] Do we log data deletion (hard) ? Yes, retention of metadata for the whole lifecycle of the customer

[Forms] Do we log form edition ? Yes, retention of metadata for the whole lifecycle of the customer, short-term recovery only

[Forms] Do we log form deletion ? Yes, retention of metadata for the whole lifecycle of the customer, 3 month form recovery

[Forms] Do we log form access rights change ? Limited, only who made the changes and when

[Legacy external lists] Do we log list edition ? Yes, retention of metadata for the whole lifecycle of the customer, short-term recovery only

[Legacy external lists] Do we log list deletion ? Yes, retention of metadata for the whole lifecycle of the customer, 3 month form recovery

[New advanced lists] Do we log list edition ? Yes, retention of metadata for the whole lifecycle of the customer, details for at least 3 month if under 50Mo per list

[New advanced lists] Do we log list deletion ? Yes, retention of metadata for the whole lifecycle of the customer, 3 month list recovery

[API] Do we log API calls ? Yes, retention for 3 month

System logs and backups

Backup retention time: 30 days (1 backup per day)

Point-in-time incremental (with 5 minutes interval) backup retention: 2 days

Network Access logs: 5 years

Cloud logs: 5 years

CPU Profiling logs: 30 days

Are system logs stored in a way preventing alteration and suppression ? Yes, using AWS CloudWatch and AWS Control Tower

❖ Internal SI security

First of all, we do not store customers' data in our offices. Every computer is protected with a password and every tunnel/VPN allowing access to data is encrypted. Every hard drive is encrypted using FileVault or BitLocker.

In case of robbery, we can easily revoke the access of keys used as they are personal and not shared. Furthermore, computers with data access are limited to the minimum requirement.

VPN

Does Kizeo require employees to use a VPN ? **Yes**

Does the VPN require 2FA ? **Yes**

Do Kizeo tools require VPN to be accessed ? **Yes**

SSH Keys

Does Kizeo use SSH keys for server accesses ? **Yes, but we are moving to other solutions, now mosts server accesses are made using AWS SSM.**

How long are SSH keys still used ? **At least 2048 bit**

How long are SSM keys valid ? **For maximum 8 hours or 15 minutes inactivity**

Do Kizeo IT accesses required 2FA ? **Yes, and even with 2 different systems for admins**

Are IT accesses restricted to specific personnel ? **Yes, only IT manager and senior technicians**

Disk encryption and mobile devices

Can Kizeo employees use laptop devices ? **Yes**

Are they encrypted ? **Yes**

How is encryption made ?

On Windows using Bitlocker (XTS-AES, Block size : 128, key size : 256)

On MacOS using FileVault (XTS-AES, Block size : 128, key size : 256)

On Linux using LUKS (AES-CBC, key size : 256)

Do you maintain a formal inventory of assets assigned to each employee ? **Yes**

Do you use antivirus ? **Yes, Avast Business**

Is your antivirus configured to receive updates automatically ? **Yes, Avast Business**

Do you use a patch management solution ? **Yes, Avast Business**

Can you delete them remotely ? **For developers and admins, yes**

Kizeo offices

Do you keep customer data in your office ? **No**

Do you require personal access keys to your office ? **Yes, with personal digital keys**

Do you have an alarm system ? **Yes**

Do you have a video surveillance system ? **Yes**

What is the intervention team speed ? **Less than 30 minutes**

Internal password policy

Do you limit password re-use ? **Yes**

Do you force password renewal ? **Not anymore as it is not recommended anymore by CNIL and we provide them password management tooling.**

Do you require Multi-Factor Authentication for employee access to all systems with customer data ? **Yes**

Do you limit failed login attempts ? **Yes**

What are Kizeo internal password requirements ?

Between 12 to 100 characters,

Contain at least one uppercase letter, one lowercase letter, one number, and one special character

No common word/passwords.

Cannot be a previously used password

Do you provide Password management solution for your employee ? **Yes**

Do you provide your employee with a solution to monitor their passwords security ? **Yes**

Employee formation

Do you train employee for security ? **Yes, regular small trainings (at least once a month) and a new employee training program**

Do you test your employee security awareness regularly ? **Yes, small tests made by external companies**

❖ Cloud solution

Back-ups

Are your backup on multiple geographic sites ? [Yes, on the 3 AWS eu-west-3 availability zones](#)

Is access to those backup restricted to those needing such accesses, following the least privilege principle ? [Yes](#)

Are backup encrypted ? [Yes, using AES-256](#)

How often are backup tested ? [Automatically, every month.](#)

Continuity Plan

In March 2018, we deployed a new infrastructure based on at least three datacenters. Thanks to this, we would be able to deal with a datacenter complete failure.

Do you have a geographic redundancy ? [Yes, on at least 3 different availability zones in France.](#)

Do you scale automatically according to demand ? [Yes](#)

Do you have 24/7 monitoring and escalation plan ? [Yes](#)

Maintenances

How much time do you inform customers of an upcoming maintenance ? [1 month](#)

How much time do you plan for regular maintenance ? [4 hours](#)

What are the reason of those maintenances ? [Most of the time, we do not need maintenance for software updates. But, some part of the cloud solutions, such as database or network can sometimes have a few seconds or minutes of unavailability when upgrading, so we prefer to do them inside a maintenance window.](#)

Network and servers

Do you have a firewall in place ? [Yes](#)

Do you have an anti-DDOS solution ? [Yes](#)

Do you have antivirus scans on your servers ? [Yes, using AWS Guard Duty and ClamAV](#)

Do you have detection measures in place to detect any suspicious activity ? [Yes, using AWS GuardDuty and AWS Detective](#)

Do you have tools analysis cloud logs for suspicious activity ? [Yes, GuardDuty](#)

Do you have tools analysis network logs for suspicious activity ? [Yes, GuardDuty](#)

Are infrastructure assets patched automatically ? [Yes, weekly](#)

Hardening policy

Do we use hardened OS with minimum capabilities ? [Yes, we strictly use AWS hardened OS dedicated to specific tasks.](#)

How do we limit the attack surface of our solution ? [We only deploy containerized applications, thus we strictly limit the attack surface to the requirements of our solutions. Furthermore, our solution is not directly accessible to the internet but only through dedicated load balancer only allowing specifics ports to be publicly visible.](#)

How do we control container security ? [Before every deployment, containers are scanned for known vulnerabilities and we strictly use "slim" based containers based on Debian-slim and Alpine.](#)

Security breach

Do you have a formal security breach process ? [Yes](#)

What does it involve doing ?

- [Evaluate the breach \(incident type and severity\)](#)
- [Steps of actions depending on the evaluation :](#)
 - [report to customers,](#)
 - [report to authorities,](#)
 - [keeping an history of events.](#)

How often is it reviewed ? [Annually](#)

Penetration testing

Do you perform regular pentesting by a third party ? [Yes, at least twice a year](#)

Can you share the results ? [Yes, at least once a year](#)

When was the last penetration test ? [January 2026](#)

When was the last available report from ? [March 2025](#)

When will the next report available ? [Summer 2026](#)

Vulnerability scans

Do you perform vulnerability scans ? [Yes](#)

How often ?

[At the Docker Level: Before each deployment, so at least once a week](#)

[At the repo level: Each week with automated pull requests](#)

Do you have SAST scanning ? [Yes](#)

❖ Service Level Agreement (SLA)

Kizeo Forms

The SLA for Kizeo Forms WebApp is 99.8% annual

The SLA history for Kizeo Forms in 2023 is 99.991 %

The SLA history for Kizeo Forms in 2024 is 99.9875 %

The SLA history for Kizeo Forms in 2025 is 99.995 %

What is your RTO ? 4h

What is your RPO ? 15min