

Security and Privacy Overview

How Amen protects Canadian client data

SECURITY

Operational summary for procurement and privacy officers.
PIPEDA-aligned practices. Quebec Law 25 readiness for cross-province clients.

Procurement resource | Bilingual EN/FR | amensecurity.ca

Technical controls

- Least-privilege access with MFA on administrative tooling
- Encrypted backups (AES-256) with geographically separated copies
- Endpoint detection, patch SLAs, and hardened baselines
- Segmented client environments in RMM and PSA platforms
- Security event logging with defined retention policies

Privacy and data handling

- Data processed only to deliver contracted services
- Sub-processors disclosed in MSA or DPA where required
- Breach notification per contract and applicable Canadian law
- Secure disposal of decommissioned media and hardware
- Full security pack: amensecurity.ca/en/trust