Wialon, your secure software partner

Wialon is a fleet management software that tracks millions of vehicles worldwide, serving thousands of fleet owners daily.

Our team behind Wialon does care about your and your clients' data protection, recognizing it as more than just a trend or a mandatory requirement. We develop top-notch, secure products by continuously integrating global standards in quality assurance, information security and privacy.

Our processes are organized to guarantee the efficient and timely implementation of best practices related to risk management, change management, resource management, incident management, and more.

Compliance

Gurtam, the developer of Wialon, follows the integrated management system policy, meeting ISO 9001's quality management and ISO/IEC 27001's information security requirements. This proves Gurtam's dedication to maintaining the highest service quality and safeguarding confidentiality, integrity, and availability of data for all our partners.

Wialon data centers

Wialon data centers use state-of-the-art IT infrastructure, incorporating advanced technologies for processing and storing information. These are complemented by automated processes, ensuring efficient database security.

Wialon uses the Tier 3 data centers, which guarantees, among other things, an uptime of 99.5%.

Learn more

Discover the Wialon platform features

Learn more

Comprehensive security measures

To protect your data, we use an approach that evolved from many years of experience and includes preventing security issues, training our team regularly, and quickly solving problems when they arise.

All policies mentioned below are available upon request.

Information security and privacy awareness

Upon employment, all Wialon employees are required to read our information security policies and requirements and comply with them. At least once a year, internal training on information security and privacy is conducted for the whole team. Specialized, in-depth training is also provided for roles with enhanced access to data, such as top management and software development positions.

Access and permissions management

Wialon defined roles and responsibilities with limited access to resources and assets. This ensures that any conflicting roles are segregated to maximize process objectivity and effectiveness. Granting access to the company's resources and assets is based on "Everything is generally forbidden unless expressly permitted." We determine access rights based on the least privilege principle, as well as the Need-to-know and Need-to-use approaches.

Ensuring security while working remotely

To enhance security while working remotely, we employ such measures and tools as VPN, personal SSL certificates, anti-virus software, strong passwords, clean desk and clean screen policies, automatic computer locking during inactivity, and adhering to rules for using information responsibly.

Physical security management

In Wialon offices, spaces are segmented into distinct zones based on job duties, and access to these areas is controlled through the use of ID badges. Additionally, access to company equipment is strictly regulated, and protective measures are in place to shield against external impacts on this equipment.

Guaranteeing data privacy

All of the information that you share with Wialon is protected. Information confidentiality is upheld through different technical and organizational measures, coupled with a mandatory requirement for employees and third parties to sign NDAs. We also incorporated GDPR standards into our data practices. To ensure we handle personal information safely and responsibly, we regularly conduct security checks in Wialon, following global standards.

Maintaining continuity of operations

Wialon has a dedicated policy and continuity plan outlining the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for key ICT services. Asset owners, in line with this plan, have developed disaster recovery plans, which undergo periodic testing and updating as needed. Wialon uses Tier 3 data centers, which play a crucial role in ensuring seamless operations and service provision. Also, at least once a year, a third-party pentest is conducted. Please contact Wialon technical support if you need the pentest confirmation.

Secure software development

Our team applies advanced approaches to software development. We monitor the landscape of various vulnerabilities and undergo security audits by certified third-party firms at least once a year. We prioritize product quality, consistently refine testing processes, and integrate information security and privacy measures at every stage of the product life cycle.

Incident management

The main goal of incident management is to restore normal business operations following emergencies swiftly. To do this, Wialon defined roles, information channels, and procedures for incident classification, response, consequence elimination, and recurrence prevention.

Risk management

We identify risks to assets based on a specific threat presence and its related vulnerability. Following the risk assessment, we devise management strategies and propose mitigation measures for significant risks, which may involve enhancing current processes or introducing new ones in response to identified opportunities.

Logging and monitoring

Event monitoring detects software/system abnormalities and prevents threats using employee analysis, tools (e.g., Zabbix, noc.wialon.com), and audits. Asset owners define monitoring scope, frequency, and record storage. Owners manage logging and alerts, ensuring regular monitoring and response.

Useful links

- Supplier Code of Conduct
- Technical support regulations
- SDK/API documentation
- Statement of Applicability
- Wialon technical support
- Forum
- Wialon Network Operations Center
- Wialon help center

If you have potential clients interested in Wialon security, contact our Project Implementation team for assistance.

Reach out

Contact us

privacy@wialon.com

for questions regarding the use of personal data

infosec@wialon.com

for questions related to information security and privacy

wialon | developed by Gurtam