kissflow

Building Cloud Confidence

Compliance, Security Standards, and Regulations

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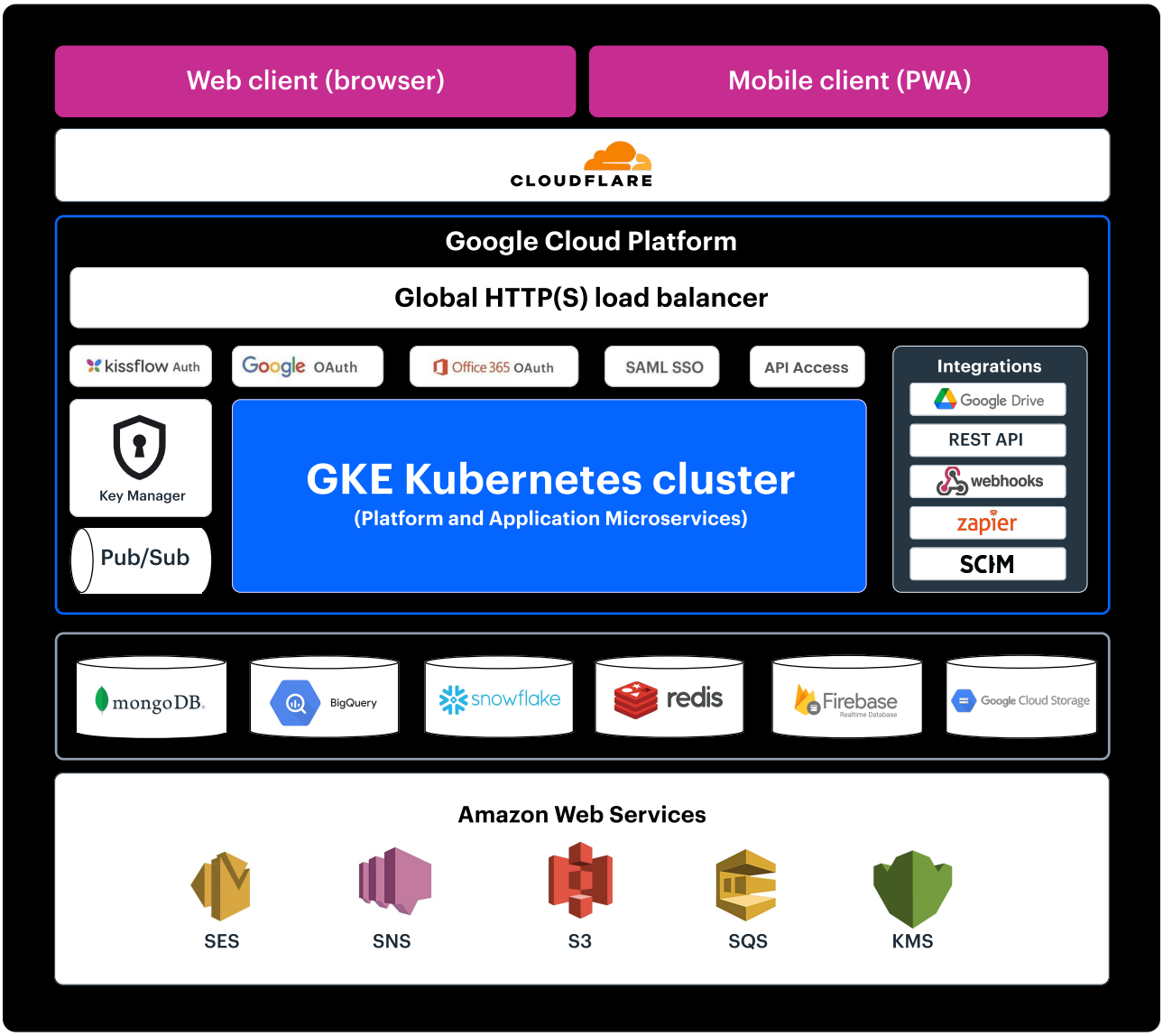
What is Kissflow?

Kissflow is a low-code, no-code platform that solves the problem of custom application development for internal business processes. The platform helps enterprises build fully functional low-code apps, automate processes, and enable citizen development. Development is faster on Kissflow than on any other platform because of its simplicity, speed, and flexibility, which makes it perfect for both tech-savvy and non-tech-savvy users.

Platform architecture overview

Kissflow's technical architecture is built on a scalable, flexible foundation and adapts to your business's evolving needs.



Platform technology

Code Language	Frontend	Microservices Architecture	Data Streaming
Python	**React**	**Docker & Kubernetes**	**Google Pub/Sub**

Data and analytics

Database	Analytics
MongoDB	**Snowflake**

AI integration and SDKs

Integration	SDKs
Integrated AI services	**Client-side & server-side SDKs on GitHub**

The perfect blend of simple and powerful features

App Builder
Create fully functional and secure apps with low-code, no-code tools

Generative AI
Build an entire process with AI-suggested fields based on user-inputs

Boards
Get complete visibility into projects and cases with flexible boards

Analytics
Bring in data from across the platform to identify areas for improvement

Process Builder
Build and deploy human-centric workflows with no-code and Gen AI

Integrations
Keep data moving inside and outside of Kissflow with custom connectors

Kissflow multi-tenant SaaS architecture

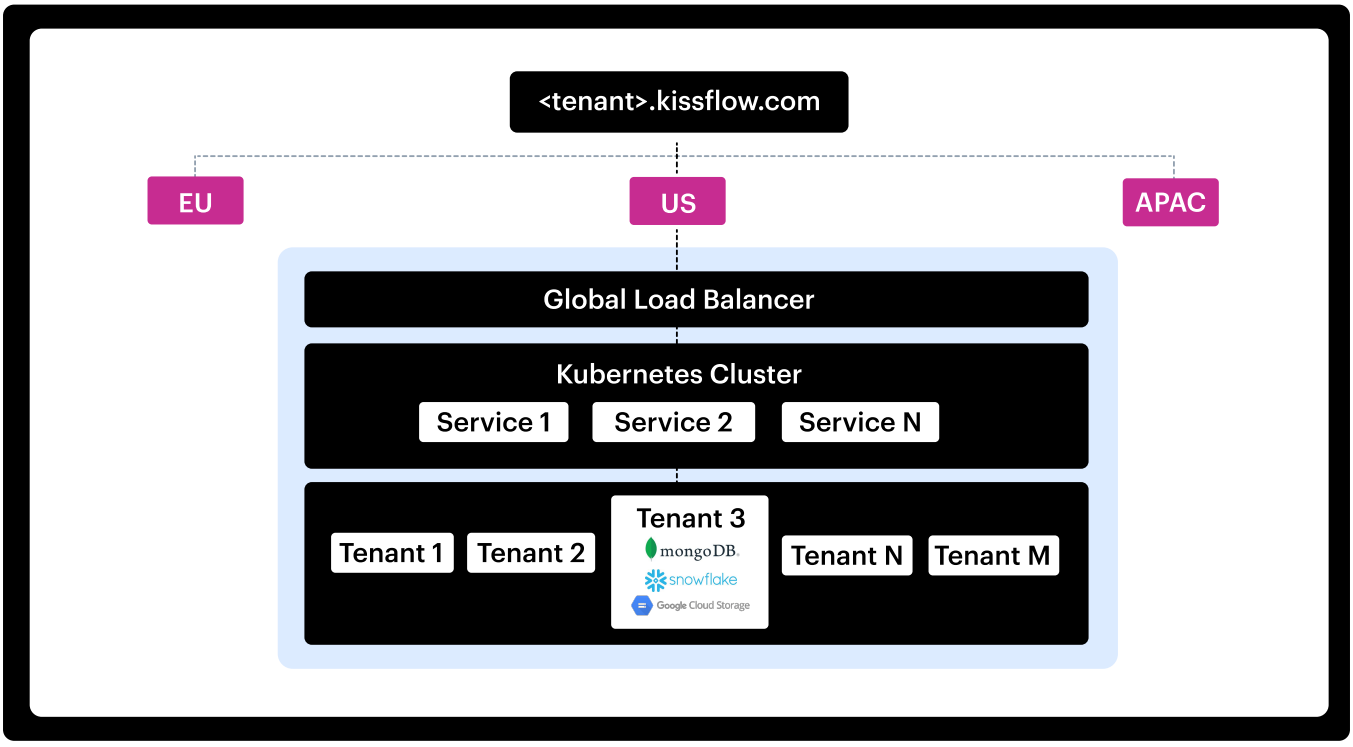
Kissflow's SaaS architecture isolates and protects each customer's data and access. It operates in well-partitioned environments that can be scaled according to needs.

Cloud hosting options

Primary hosting	Other hosting providers	Hosting options
Google Cloud Platform	**AWS**	**Multi-tenant hosting and private clusters**

Geographical location

Kissflow has three instances of the platform that meet the needs of different customers.



US instances	EU instances	APAC instances
US-Central-1 Iowa data centers of GCP	EU-West Frankfurt data centers of GCP	Mumbai data centers of GCP

Kissflow offers a private cluster on GCP and AWS for all major regions.

Infrastructure security

Infrastructure security measures include

- Network security features such as firewalls and IP whitelisting to safeguard against unauthorized access
- Account-level rate limiting to prevent localized attacks and ensure system integrity and performance
- Implementation of OWASP guidelines to prevent web application attacks and potential data breaches
- Encryption of API calls using TLS 1.2 to secure data transmission between systems

DDoS protection

Kissflow employs a robust DDoS protection service using CloudFlare and reCaptcha that shields against Layer 3, Layer 4, and Layer 7 attacks.

Ongoing DAST and annual VAPT measures

Kissflow ensures platform security through regular Dynamic Application Security Testing (DAST) and annual Vulnerability Assessment and Penetration Testing (VAPT) to proactively identify and address vulnerabilities.

Backup and recovery measures

Kissflow has enforced defined Backup and Recovery Policies in case of disasters.

Recovery Point Objective

Kissflow backups are run every 24 hours, restoring the latest daily backup for stability

Recovery Time Objective

Kissflow recovery time is 48 hours, depending on the nature of the disaster

Backup Availability

Data is backed up every 6 hours and retained up to a maximum of 90 days

Disaster recovery

Kissflow has Infrastructure as a Code (IaaC) scripts that enable quick deployment of new environments. We also have a strong Disaster Recovery (DR) plan in place, tested annually to ensure business continuity and minimize downtime in the event of disruptions.

Uptime commitment

Kissflow guarantees 99% uptime for our platform and offers service credits for any downtime. Track our current and historical availability at https://status.kissflow.com/ Every change to data is meticulously audited and logged for complete transparency.

Data management and security

Encryption

- All files are securely encrypted and stored in Google Cloud Storage, ensuring high availability across multiple regions
- AES 256, the industry standard for encryption, is utilized to encrypt all data at rest on our platform
- The data in transit, either within our network or over the internet, is protected via secure HTTPS using TLS 1.2+ protocol at all times

Retention and deletion of data

Kissflow maintains customer data during service use, but upon termination, all data will be deleted from the production environment within 30 days and from backups within 90 days.

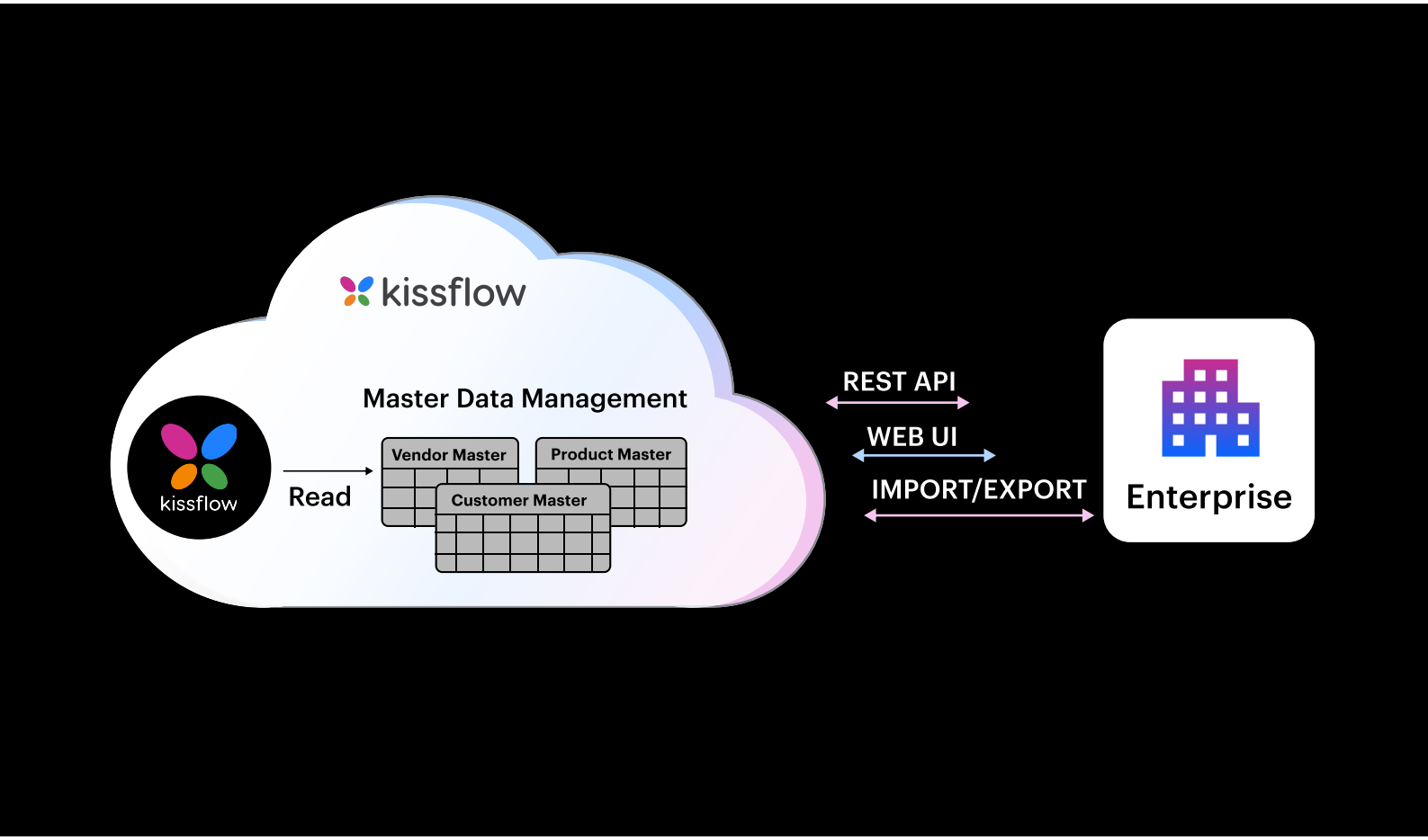
Data portability

Customers can request to export their data in a machine-readable format, ensuring smooth data portability after service termination.

What data are managed in Kissflow?

Master data management

Certain Kissflow apps rely on master data for their functionality. Users can easily create these essential master datasets within Kissflow and organize them into integrated tables that seamlessly work with their apps.



External data objects

Access the data stored in external platforms like MySQL and MSSQL, eliminating the need to store it within Kissflow. This process simplifies data integration and ensures real-time, secure access to information.

Application security and functionality

The Kissflow application security model is restrictive in nature and enables you to set up application security with the level of granularity needed to meet your requirements.

Secure software development

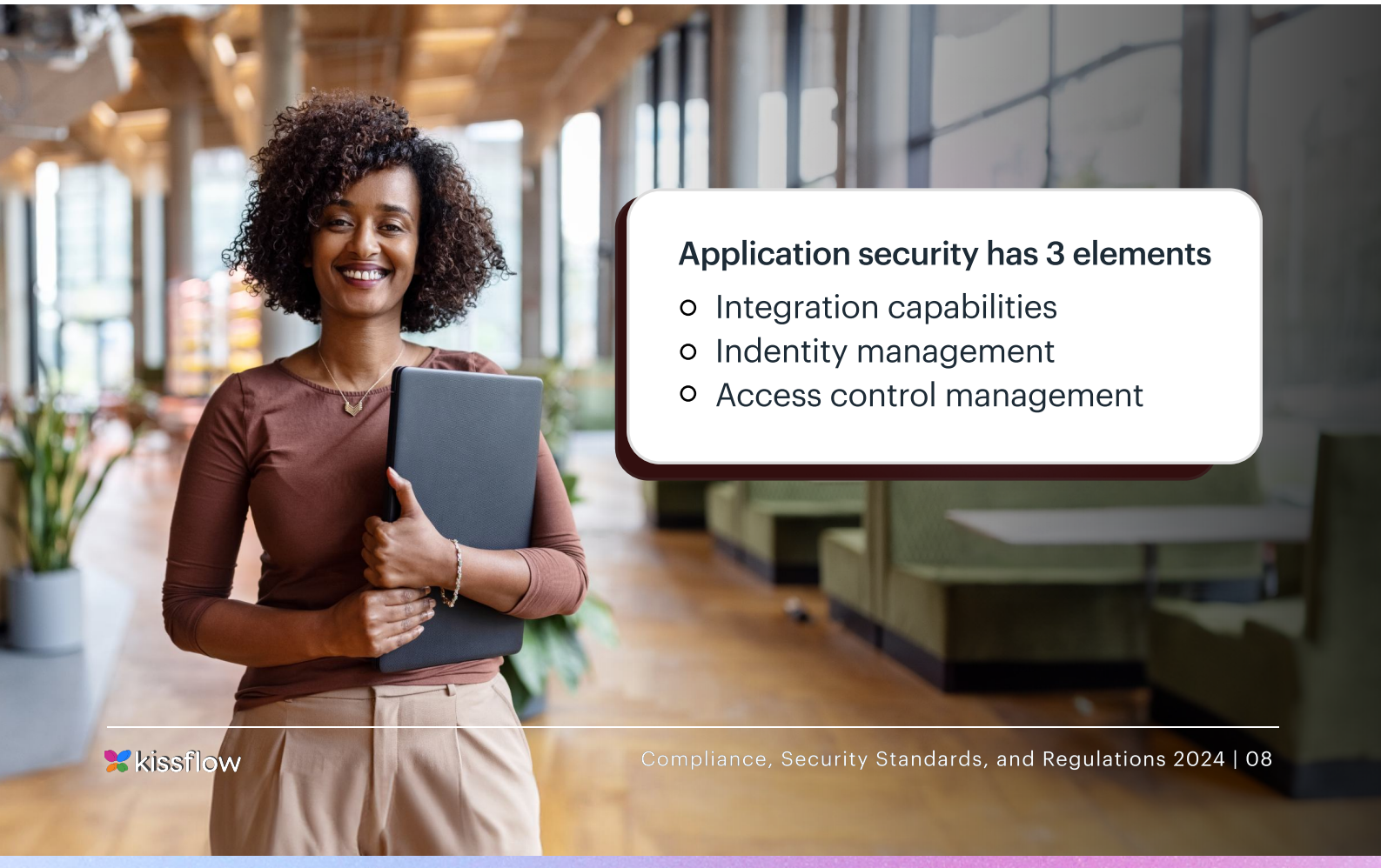
We follow a strict change management process where all code changes are authorized, tested, and verified before deployment to production.

Source code review

We adhere to secure coding practices and implement rigorous quality checks, including static code analysis, to maintain the highest code integrity.

Automated code deployment

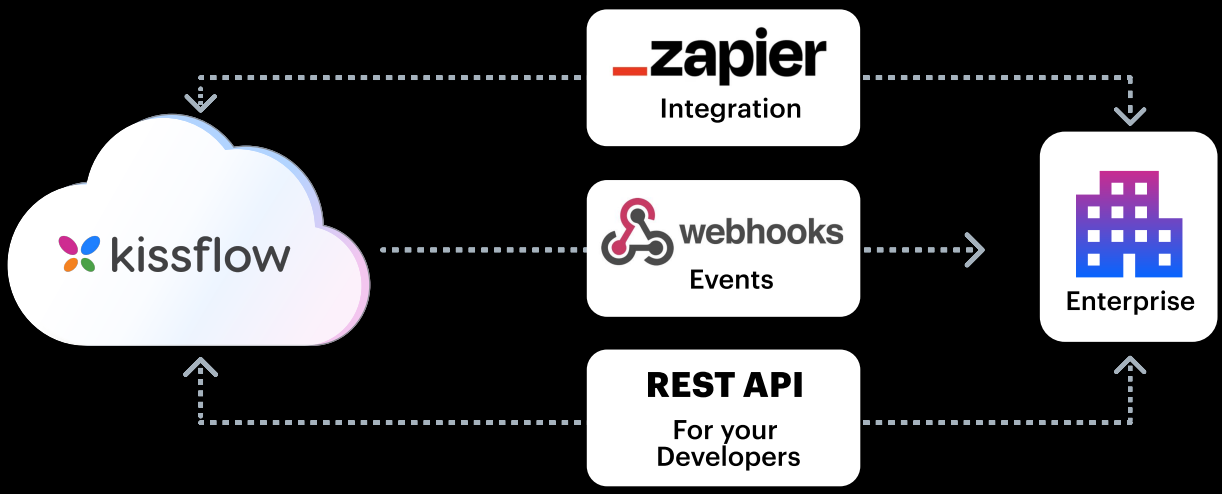
Our CI/CD pipeline automates secure code deployment and eliminates the need for manual intervention.



1. Extensive integration capabilities

Kissflow provides various integration options with other SaaS applications and enterprise systems.

- Use a secure REST API to act and access your data in the Kissflow system
- Webhooks events are provided to receive events from Kissflow
- Kissflow uses both Pull/Push integration approaches:
    - Push for generating and consuming events during workflows
    - Pull via REST API for external system details



Kissflow has over **40 internal event triggers** and over **36 no-code connectors** to external systems.

DocuSign servicenow Dropbox Active Directory Outlook

Google Sheets Salesmate slack HubSpot Google Calendar SAP

salesforce mailchimp okta Gmail Basecamp Microsoft Dynamics 365 Business Central

2. Identity management policies

Identity and access management

Govern user-level activities to ensure adherence to organizational policies and regulations

- The identity and role of a user is established during the authentication process
- At any point in time, the identified user is confined to only one Kissflow role
- Data access controls are implemented through flow-level roles
- Users can't access data unless it is shared with them by adding them as flow members
- Admins have the flexibility to set the file upload source according to their requirements
- Admins can also control file print and download permissions

Authentication methods

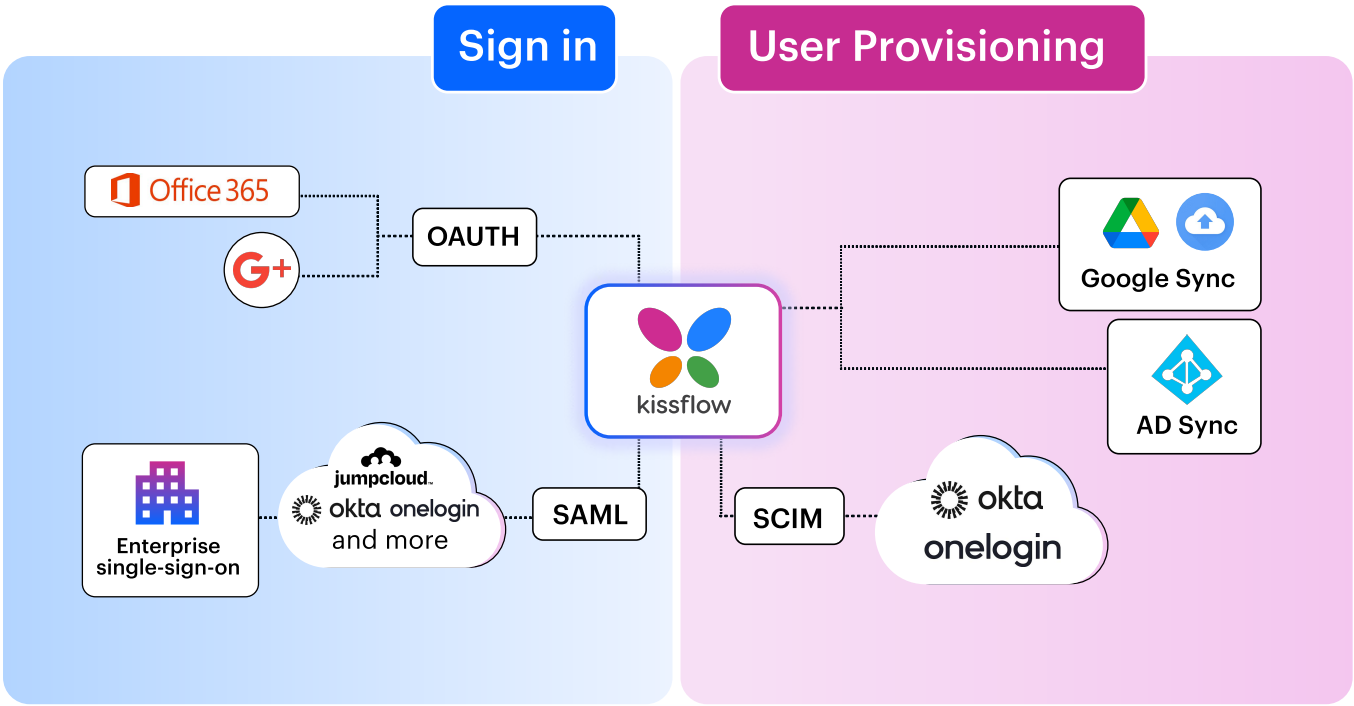
Kissflow provides the following authentication choices for customers:

a. Password policy

- Passwords are managed only by the respective users
- For SSO, Kissflow does not store Google or Office 365 passwords
- Kissflow authentication stores encrypted passwords in the database
- Two-factor authentication can be set up for users for an extra layer of security

b. Single-sign on (SSO)

- Integrate your existing authentication mechanism with Kissflow
- Kissflow delegates the authentication process to the SSO provider using the SAML
- Kissflow supports SAML v2 Protocol integration with your SSO, such as Okta, OneLogin, etc.
- Enforce SSO for Kissflow login via existing GSuite or Office365 credentials using OAuth



c. Role-based access control

- Kissflow users have defined roles based on access control
- Associated privileges are configured by a Kissflow Super Administrator role
- The role management is completely managed by your organization

d. API keys management

User API keys

Users have their own API key for accessing available resources based on their roles and associated permissions.

Service Account API keys

Create bots with configurable access to resources to view common resources from outside the user account or to act on behalf of a user.

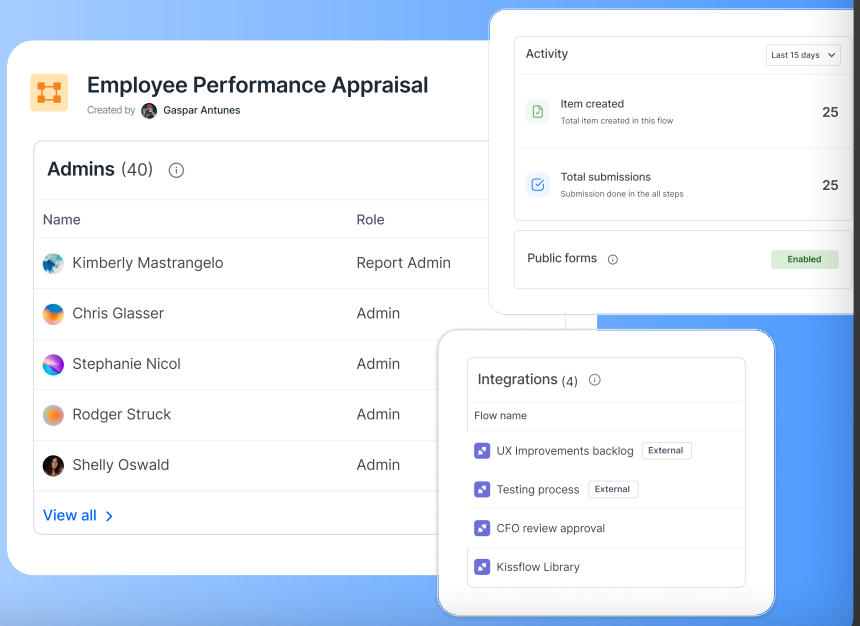
3. Access control management

User-level permissions

- Users can only be added to the platform after approval by an Admin
- Upon user deletion, all associated Personally Identifiable Information (PII), roles, and access to data are removed to minimize security risks
- Users can be temporarily suspended or deactivated without deleting their accounts, providing flexibility in managing user access
- Users can't access data unless it is shared with them by adding them as flow members
- Admins have the flexibility to set the file upload source according to their requirements
- Admins can also control file print and download permissions

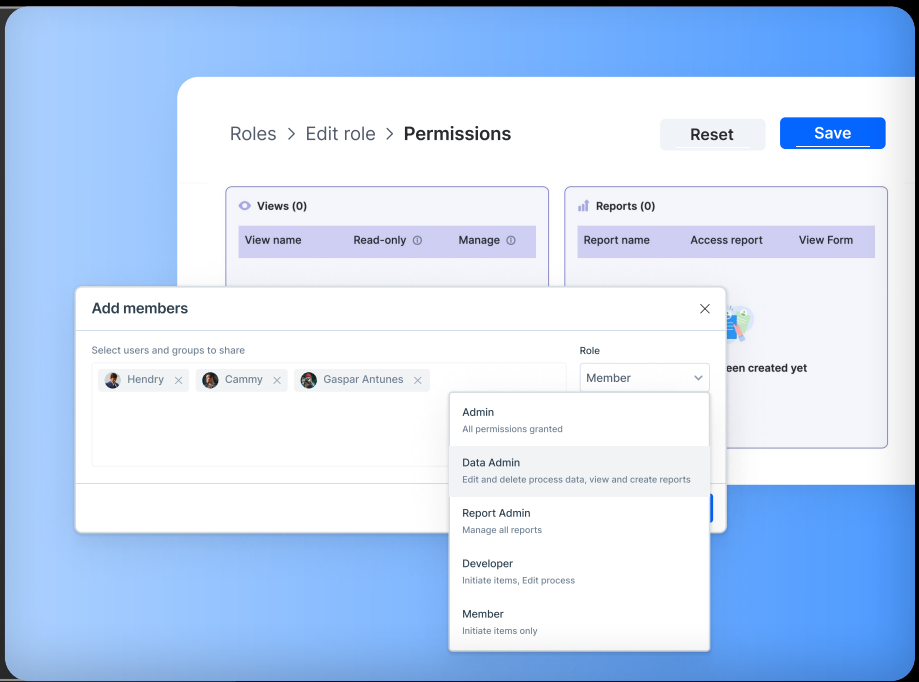
Kissflow governance layer

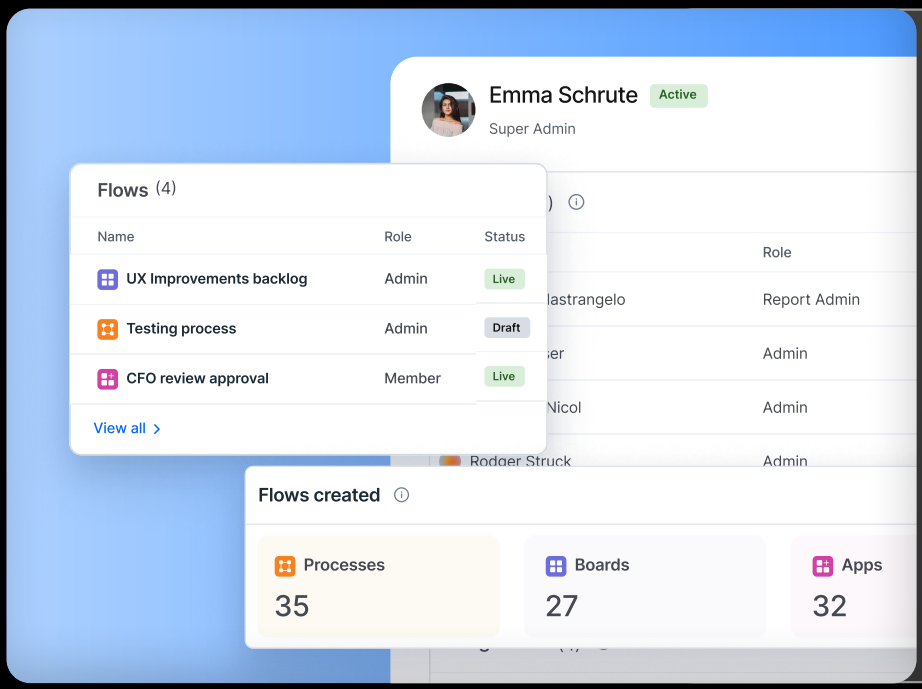
Govern your apps with complete visibility to ensure smooth operations and heightened security.



Monitor and keep your apps secure with heightened security protocols and encryption

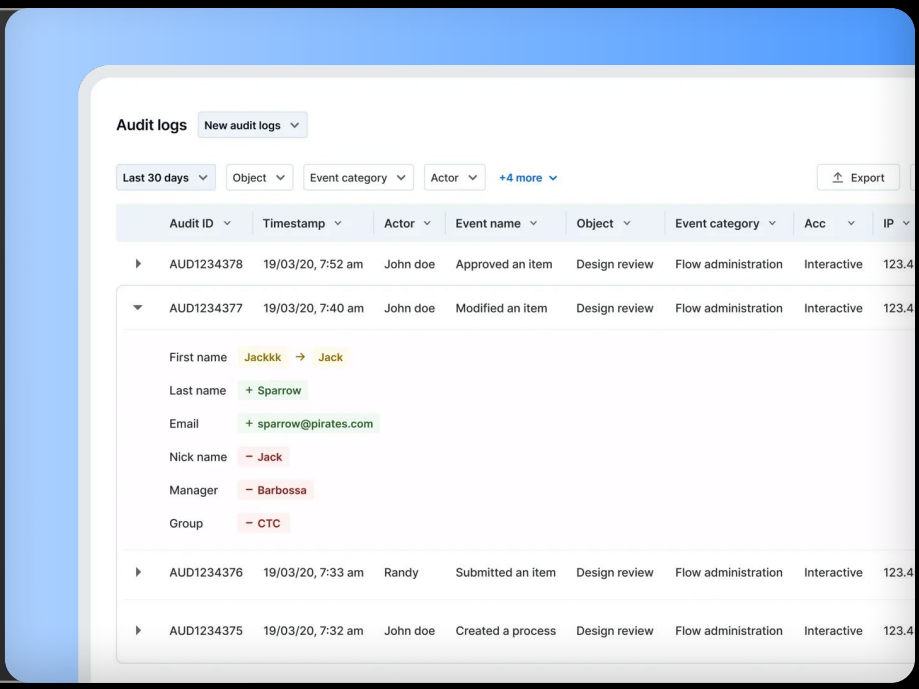
Grant controlled access to apps and data by assigning users to specific roles





Gain insights into user behaviour and detect and address any suspicious activity

Access a detailed history of every action and event within your account



Organizational security

Third-party security assessment

We assess third-party vendors' security, review their contracts and obtain compliance audits or certifications. We manage associated risks and promptly address any security incidents.

Business continuity

Kissflow's robust Business Continuity Planning (BCP) ensures uninterrupted service, mitigates risks and enables swift recovery from disruptions or unforeseen events.

Security awareness

All employees receive mandatory security and privacy awareness training, reinforced by posters and regular messages. We help foster a vigilant culture of adherence to best practices.