Infrastructure & Tech Stack

This page explains **what infrastructure Unicis uses to host the platform, where your data lives, and which third-party services we depend on**.

infrastructure, hosting, tech-stack, transparency, vendors

Platform Hosting

Unicis Core Platform

Primary Hosting: Scaleway VPS (Amsterdam, EU)

- Location: Amsterdam, Netherlands (EU data residency)
- Service: Virtual Private Server (VPS)
- Availability: EU only (other regions available on request)
- Compliance: GDPR-compliant, NIS2-aligned, CRA-compliant
- Responsibility: Scaleway provides infrastructure; Unicis manages application security and backups

DNS & AI Endpoint: OVH

- Domain DNS management
- AI endpoint infrastructure
- European data center
- Compliance: GDPR-compliant

Data Location

All customer data remains in the EU

- Platform hosted in Amsterdam (Scaleway)
- No data transfers to non-EU jurisdictions
- Backups stored on EU infrastructure
- Compliant with GDPR Article 44 (restrictions on transfers)
- Compliant with NIS2 Directive Article 21 (security measures)
- Compliant with CRA requirements on data residency

Third-Party Services (SaaS)

Unicis integrates with trusted third-party services. Each is contractually obligated to meet our security and compliance requirements.

Service	Purpose	Hosting	Data Residency	Compliance
Mautic	Email marketing, newsletters, lead segments	Cloud	EU	GDPR
Dolibarr	CRM, vendor management, subscriptions	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR

Service	Purpose	Hosting	Data Residency	Compliance
Nextcloud	Document storage, calendar, video calls (Talk)	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
OpenProject	Project management, budgeting, timesheets	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
Moodle	Training and learning management	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
FreeScout	Support ticketing and inbox management	Cloud or self-hosted	EU	GDPR
Jitsi	Video conferencing (15+ participants)	Cloud	EU	GDPR
GitHub	Code repository, CI/CD, version control	Cloud	US + EU mirrors	GDPR (SCCs)
n8n	Workflow automation and integrations	Self-hosted or cloud	EU	GDPR
LimeSurvey	Surveys, polls, feedback collection	Cloud or self-hosted	EU	GDPR
Wise	Payment processing and transfers	Cloud	EU	GDPR, PSD2
Element/Matrix	Internal team communication	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
Discord	Community and partner communication	Cloud	US/EU	GDPR (SCCs)
Fider	Feedback and feature roadmap	Cloud or self-hosted	EU	GDPR
Matomo	Analytics and usage metrics	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR

Self-Hosted vs. Cloud

Services Unicis Self-Hosts (On Scaleway VPS):

- □ Dolibarr — CRM/subscriptions
- □ Nextcloud — Docs/calendar/video (Talk)
- □ OpenProject — Project management
- □ Moodle — Training
- □ Element/Matrix — Internal chat
- □ n8n — Integrations/workflows
- □ Matomo — Analytics
- □ FreeScout — Support (if self-hosted option chosen)

Rationale: Self-hosting critical services reduces vendor lock-in, ensures data remains fully under Unicis control, and maintains compliance with EU data residency requirements. All self-hosted services are on the same Scaleway infrastructure in Amsterdam.

Services on Third-Party Cloud (With Data Processing Agreements):

- ☁ Mautic — Email/marketing (required for scalability)
- ☁ Jitsi — Video (required for reliability at scale)
- ☁ GitHub — Code (industry standard, SCCs in place)
- ☁ Wise — Payments (PSD2 regulated)
- ☁ Discord — Community (convenience; no customer data stored)
- ☁ Fider — Feedback (optional; no customer data stored)

Data Processing & Security

Customer Data

Your compliance data (controls, mappings, assessments, evidence) is:

- □ Stored on Scaleway infrastructure in Amsterdam
- □ Encrypted at rest (AES-256)
- □ Encrypted in transit (TLS 1.2+)
- □ Backed up daily to EU infrastructure
- □ Accessible only to your team (role-based access control)
- □ Logged and audited (ISO 27001 requirement)
- □ Not transferred to non-EU jurisdictions

Operational Data

Unicis team operational data (emails, calendars, documents, projects) is handled by:

- **Nextcloud** — Self-hosted in Amsterdam (EU)
- **Element/Matrix** — Self-hosted in Amsterdam (EU)
- **OpenProject** — Self-hosted in Amsterdam (EU)

Operational data does NOT include customer data and is separated by infrastructure and access control.

Third-Party Data Processing

When customer data is shared with third-party services:

- Data Processing Agreements (DPAs) are in place
- Standard Contractual Clauses (SCCs) for non-EU processors
- Processors must meet ISO 27001 or equivalent
- You retain data ownership and deletion rights
- Examples:
  - Dolibarr: Vendor subscription records (no customer compliance data)
  - FreeScout: Support conversations (not compliance data)
  - GitHub: Application code (not customer data)

Vendor Assessment & Monitoring

All vendors undergo:

Before Onboarding:

- Security questionnaire (see Vendor Questionnaires)
- ISO 27001 or SOC 2 certification verification
- Data Processing Agreement review
- Compliance with GDPR Article 28 (processor obligations)

Ongoing Monitoring:

- Quarterly security reviews
- Compliance audit trail
- Incident response testing
- Annual re-assessment

See Trusted Subprocessors for current vendor list and contract details.

High Availability & Disaster Recovery

Unicis Platform Reliability:

- Primary: Scaleway VPS with automated backups
- Backup: Daily backups to separate EU storage
- RTO (Recovery Time Objective): ≤ 4 hours for critical systems
- RPO (Recovery Point Objective): ≤ 24 hours for data
- Failover: Automatic restart on infrastructure failure

Supporting Services Reliability:

- Nextcloud: Automatic daily backups, redundancy
- OpenProject: Database backups + version control
- Element/Matrix: Replicated storage in Amsterdam
- FreeScout: Cloud provider maintains uptime SLAs

Cost Transparency

Infrastructure Costs:

- Scaleway VPS (compute): EU-hosted, economical pricing
- OVH DNS/AI: Separate endpoint infrastructure
- Backups: Included in Scaleway service
- Bandwidth: Intra-EU traffic (lower cost + faster)

Why EU-Only Hosting:

- Cost-effective for EU customer base
- Lowest latency for European users
- Simplified GDPR compliance (no transfers)
- Supports NIS2 and CRA requirements natively

Scaling to Other Regions:

- On-demand: Other EU regions (Paris, London, etc.) on request
- Non-EU regions require customer consent and DPA amendments

Technical Specifications

Application Stack:

- Language: Node.js + Python backend
- Database: PostgreSQL (self-hosted, encrypted backups)
- Frontend: React/Vue web UI
- API: REST + GraphQL
- Authentication: OAuth 2.0, SAML, SSO-ready

Infrastructure Stack:

- OS: Linux (Ubuntu LTS)
- Containerization: Docker/Kubernetes
- Reverse Proxy: Nginx
- Load Balancing: Application-level
- Monitoring: Grafana + Prometheus
- Logging: ELK Stack (centralized, encrypted)
- IDS/IPS: CrowdSec (self-hosted)

Security Tools:

- Vulnerability Scanning: Trivy, Snyk
- SAST (Static Analysis): SonarQube
- DAST (Dynamic Testing): OWASP ZAP
- SSL/TLS: Let's Encrypt (auto-renewal)
- Secrets Management: Sealed Secrets/Vault

Changes & Notifications

If Unicis Changes Infrastructure:

- 60-day notice via email (compliance requirement)
- Announcement in Discord #announcements
- Updated documentation in this handbook
- Option to request data migration to alternative region
- No change to data protection level

Current Status (October 2026):

- Primary: Scaleway (Amsterdam) — ACTIVE
- Secondary: OVH DNS/AI — ACTIVE
- No migration planned

Security & Compliance

Our infrastructure choices support:

- ISO 27001:2022 — Data security
- ISO 20000-1:2018 — Service reliability
- NIS2 Directive — Cybersecurity measures
- CRA Regulation — Product resilience
- GDPR — Data protection & residency

Vendor Contracts & SLAs

Unicis has signed contracts with all vendors specifying:

- Data protection obligations
- Uptime SLAs (typically 99.5%–99.9%)
- Incident notification timelines
- Security audit rights
- Termination and data deletion procedures

See Trusted Subprocessors for links to public summaries.

Questions?

Questions about our infrastructure or tech stack?

→ Email us: **security@unicis.tech**

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