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 & Self-Hosted)

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	Self-hosted on Unicis infrastructure	Amsterdam, 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	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
Fider	Feedback and feature roadmap	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
Element/Matrix	Internal team communication	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
n8n	Workflow automation and integrations	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
Matomo	Analytics and usage metrics	Self-hosted on Unicis infrastructure	Amsterdam, EU	GDPR
Jitsi	Video conferencing (15+ participants)	Cloud	EU	GDPR
LimeSurvey	Surveys, polls, feedback collection	Cloud or self-hosted	EU	GDPR
Wise	Payment processing and transfers	Cloud	EU	GDPR, PSD2
GitHub	Code repository, CI/CD, version control	Cloud	US + EU mirrors	GDPR (SCCs)
Discord	Community and partner communication	Cloud	US/EU	GDPR (SCCs)

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 ticketing
- Mautic — Email/marketing **(deprecated soon)**
- Fider — Feedback/roadmap

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):

- ☁ Jitsi — Video (required for reliability at scale)
- ☁ LimeSurvey — Surveys (optional; limited customer data)
- ☁ Wise — Payments (PSD2 regulated, no customer data stored)
- ☁ GitHub — Code (industry standard, SCCs in place, no customer data)
- ☁ Discord — Community (convenience; 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: Local backups + redundancy

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
- Mautic: Self-hosted, will deprecate soon
- Fider: Self-hosted, 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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