

Security overview

Summary of technical and organisational measures for the Meikai platform (not a certification report).

Introduction

Meikai implements measures designed to protect Customer Personal Data and platform operations. This document is not a certification or audit report. Meikai does not claim SOC 2 Type II certification unless explicitly published elsewhere.

1. Measures summary (DPA Annex II)

- Multi-factor authentication for administrative access to production systems (where supported)
- Role-based access controls with periodic access review
- Encryption in transit (TLS 1.2 or higher) and encryption at rest where appropriate
- Access logging and monitoring for production systems
- Documented incident response procedures with defined escalation paths
- Logical access controls and least-privilege access
- Confidentiality obligations for authorised personnel
- Vulnerability management and patching processes
- Backup and recovery measures
- Procedures for detecting, responding to, and remediating security incidents

2. Operational practices

- Documented change management (peer review, CI, controlled deployment)
- Security scanning in CI
- HTTPS, secure cookies, HSTS where configured
- Edge rate limiting and monitoring
- Documented incident response procedures

3. Data location

Customer Personal Data primarily hosted in the EU. See Subprocessors and Privacy Policy.

4. Enterprise due diligence

Enterprise and partner customers may request Meikai's Data Processing Addendum (DPA), Master Services Agreement, and Order Form templates by contacting us.

Contact: contact@meikai.ai

5. Contact

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