Swivl Security

Vision

Swivl set out to build a secure platform for UK educators to use video for collaboration, growth, and impact. Our only business model involves delivering the best in class solutions and at a reasonable cost. We do NOT subsidise with ad revenue or customer data mining.

With over 40,000 schools and universities using Swivl products, we understand the sensitive nature of the video content we safeguard. We focus on how to make collaboration work seamlessly while making sure that the videos are seen only by the intended viewers.

Infrastructure

Swivl Teams is built on top of Amazon AWS Cloud platform. This is a partial list of assurance programmes with which AWS complies:

SOC 1/ISAE 3402, SOC 2, SOC 3
FISMA, DIACAP, and FedRAMP
PCI DSS Level 1
ISO 9001, ISO 27001, ISO 27017, ISO 27018

Swivl uses AES-256 encryption for data storage and TLS 1.2 for data transfer. Databases are regularly backed up and encrypted. We use a number of tools for intrusion monitoring and vulnerability testing. Processes are in place for continual security review, monitoring, and improvement. All Swivl Teams contest from UK customers is stored in Amazon London location.

Policies

We have a number of internal and customer policies to ensure we meet our customer's security and privacy needs. These are regularly reviewed and updated with the latest requirements and industry standards.

Internally we have severely limited access to customer data, robust password and 2FA requirements, coding and review practises, and VPN and firewall requirements.

For our customers, we control data access, ownership, and viewership; video retention and deletion; activity notifications; and a number of administrative tools. View our latest Swivl Teams privacy policy here.

Compliance

We are committed to aligne with the needs and requirements of various institutions. On a regular basis we undergo extensive security surveys, reviews, and conduct conversations with stakeholders. We can review and accept additional requirements where they are not in conflict with our mission, goals, and make sense for the business.

From day one, we have aligned our privacy policy and terms with the latest industry standards and requirements. Swivl is aligned with European GDPR requirements and has also joined the Privacy Shield framework.

Privacy Shield Framework   EU GDPR COMPLIANT

"We always welcome a conversation so we can explain what we do and why we do it. We are happy to review and sign additional security and privacy contracts as required. At the end of the day, the most important thing to me and Swivl, is to protect your kids like we protect our own."   -Vladimir Tetelbaum, co-Founder and CTO