

iFUEL Mobile Security Document



iFUEL[®]
REFUELLING SOLUTIONS



IFUEL® Mobile Security & Infrastructure

Technical Disclosure Document

Note: This document is for explanatory purposes only. Please refer to the IFUEL® Mobile App Terms and Conditions of Use, the IFUEL® Mobile Privacy Policy and the IOTIQ Terms and Conditions of sale.

Introduction

One of the most important things we must do, aside from offer you the most innovative Fuel Management service in the market today, is maintain security of your data.

This commitment is layered through our eco system in many ways, from our app, our portal, our cloud services and our electronics modules.

This document serves to offer customers and channel partners details of our security platforms and infrastructure.

We reserve the right to revise, modify or uodate this document from time to time as we see fit.

Agility

We have built an incredibly agile product, in so far that we can offer tailored variants of IFUEL® Mobile to our clients quickly. To do this we rely on a number of services that are a combination of

- Locally developed systems
- Third party Systems
- Aggregation Services

Our services are therefore underpinned by our own system designs and the services provided by our vendors.

You not only get the expertise of the IFUEL® Mobile team, but the expertise of the vendors we have chosen to provide the services. For instance, the IFUEL® Mobile app is distributed on the Apple and Google app Marketplaces. IFUEL® Mobile must therefore comply with the policies of both those organisations to even be considered for distribution. The compliance requirements of each of these organisations are extensive, and demonstrate the technical capabilities and depth of the IFUEL® Mobile system.

Encryption

Encryption means that your data is encoded in such a way that to the naked eye it looks like gibberish.

For example, if you encrypted this sentence it may look like this:

```
791BLQwzkaof03wkJdMgVt5vrXaYM9z0IBwCuGgmXz#vBBZ0HL4iiN
```

Any encrypted data must be decrypted in order to be read. By encrypting your data we're ensuring that only authorized parties (that's you, and to a limited extent, us) can read it.

Encryption over the air - We encrypt all data as it moves between our servers and your web browser or Web App. Our API is fully encrypted so every request to view or update your records automatically encrypts that data behind the scenes.



Encryption of Storage - We encrypt all data that's stored on our servers.

This includes both the records stored in our databases and search indexes as well as any other data within the IFUEL® Mobile database.

Bank-level Encryption - We use both [SHA-256](#) and [AES-256](#) encryption, the strongest encryption available. This is a similar level of encryption that banks use.

Backups

The IFUEL® Mobile backend is regularly backed up. We store extra copies of our database from time to time, and our service providers conduct multiple backups and make copies of every data change made to your records.

The IFUEL® Mobile Portal has limited options for you to remove or delete data. In fact, you would normally need to raise a support ticket for any data deletion and even then we 'relocate' your data to place you can't see it; its still actually there behind the scenes.

Our providers manage the backup of the data for us. Where we need them to locate and restore a backup, if its free to us its free to you. Where there are costs incurred for retrieval of backups we may pass those costs on to you.

Active Backups - All recent versions of your records are stored in active databases that can be found and retrieved almost instantly by our team. As records change, we store the history of the changes for a period of time.

The number of changes stored in active backups are based on the subscription plan. The revision history is not exposed to the IFUEL® Mobile user, but is accessible by the IFUEL® Mobile support desk.

Archives - Older versions of your data is stored in longer term archives. Restoring from these archives can take much longer but they serve as a great long-term backup.



Encrypted & Redundant - Both our active back-up and archives use the same redundancy and encryption as your database. This means even our backups will be completely secure and reliable.

Local Backups - IFUEL® Mobile includes export features so you can backup your data at any time. This will give you a CSV file of the data within the page/view/report you're exporting. We can also arrange to send you backups from time to time. Simply raise a support ticket with your request.

How do I restore data from a backup? Let us know and we will manage that process for you if/when available and required.



Redundancy

A system with high redundancy means that there's no single point of failure.

If any one component goes down, a redundant component can step right in with no noticeable difference.

For IFUEL® Mobile this means that if one database fails you won't start hearing from angry users - other databases will pick up the workload.

Multiple Databases - Our vendors mitigate database failures by storing your data in multiple databases, so if one database goes down the other databases can pick up the slack.

Each change made to your database immediately propagates to these redundant versions.

Multiple Locations - Having multiple databases won't help if they are all stored in a single location. One well placed meteor landing and those databases are gone. Our vendors mitigate location failure by storing the extra databases in different geographic locations.

Offline Backups – Our vendors store physical backup files in a separate location from the servers as a final safeguard in case of major catastrophe.

These backups are made on a daily basis and are encrypted using AES-256 encryption keys.

Redundancy is managed by our upstream service providers, and while we don't get involved in the planning, service management or failure responses we know they take care of all that seamlessly to ensure IFUEL® Mobile users never experience any disruption to services.

Infrastructure

Our services are ultimately hosted by Amazon Web Services. AWS powers everything that the IFUEL® Mobile Portal has to offer. As a IFUEL® Mobile customer you inherit all the best practices of AWS policies, architecture, and operational processes.



Did you know that 1/3 of all Internet users visit a site hosted by Amazon Web Services each day?

Amazon Web Services is considered the industry leader in cloud services and is trusted by organizations like DOW Jones, Pfizer, the US CDC and many more.

Amazon's secure data centers enable the redundancy and scaling that equates to a secure and reliable service for your IFUEL® Mobile databases.

Compliance - AWS environments are continuously audited, with certifications from accreditation bodies across geographies and verticals.

Amazon has achieved compliance with the most strict [compliance programs](#). *DDoS Mitigation* - AWS provides a robust platform that is not only pre-built to mitigate some attacks, but it also allows us to react quickly to spread out impact if there is an attack.

We've also added safeguards to underlying servers as an additional level of protection.

Built in Redundancy – IFUEL® Mobile uses AWS features like Auto-Scaling and Elastic Load Balancing to ensure that our production systems remain online and traffic is always routed to healthy instances.

We continuously replicate your data and have it ready to bring online if any primary nodes fail.

Geographic Distribution - Amazon operates data centres all over the world, adding redundancy and scaling to your data and backups.

SOC 3 and ISO 27001 Certified – IFUEL® Mobile and our vendors are automatically certified for many stringent security standards by using AWS as its core infrastructure

Firewalls - We use firewalls to protect every virtual server, database, and load balancer to ensure that only authorized traffic is accessing those resources. Policies

Security doesn't stop with infrastructure. Without the right policies around privacy and access your data can still be susceptible to human error or compromise.

The same amount of attention to infrastructure and technology needs to be allocated to the people and policies responsible for running that technology.

We've carefully implemented security policies around your data's privacy and about how the IFUEL® Mobile team can access that data.



Privacy Policy

Privacy - We maintain a [privacy policy here](#) that outlines our commitment to respecting your privacy and the privacy of the information in your account. Ultimately, the data in your account is not accessible to anyone, unless you make it accessible.

Data Ownership - you are the sole owner of your data and completely responsible for it.

While you are using the service we have no ownership of your data and can make no claims on it as long as you are following the terms of the agreement.

Where you terminate your subscription or fail to renew your subscription, unless you expressly request us in writing to delete your data, it will be retained by us. Under these circumstances we may use the data for our purposes as long as we maintain the privacy of your users.

Business Ownership - You simply are licensing the usage of the IFUEL® Mobile software (which you do not have any ownership claims to) and use IFUEL® Mobile to accumulate and manage the data.

Team Policies

NDA and Confidentiality - Each IFUEL® Mobile team member signs non-disclosure and confidentiality agreements that provide legal backing for our obligation to keep your data private and confidential. At times that may be achieved by an Employment Agreement or an NDA.

Training - Each IFUEL® Mobile member undergoes training and instruction on data access and privacy and how to securely handle customer requests. In most cases our team members do not have access to your raw data.

Support Access - The IFUEL® Mobile team will sometimes need to access your data for support services. We only do this at your request and when necessary to resolve the issue to your satisfaction.

Features

We've added the same level of security attention to the features you can incorporate to your IFUEL® Mobile system, so you can have confidence that any way you operate the system is secure.

Password Protection - Password protect the app with encrypted password technology, so that only authenticated users can access it.

Roles & Permissions – We assign roles for your users and define exactly which permissions each role has.

Record Level Security – We design our application so that each logged-in user can only access the records that are connected to them, or the company they represent.

Password Encryption - All user passwords are double encrypted and hashed with a [salt](#), which prevents dictionary attacks and adds an extra layer of security.

Version Tracking - IFUEL® Mobile stores most changes to most records, whether that happened through our app, through the API, or through the IFUEL® Mobile Portal.

Data Encryption - All data displayed in your app and updated back to the database is encrypted and secured with SSL.

Access Terms

The IFUEL® Mobile system is provided solely on the agreement of the end user and/or its members to fully comply with:

- IFUEL® Mobile app terms and conditions
- IFUEL® Mobile Privacy Policy
- Any policy underwritten with the service originator

Assumptions

In the delivery of the IFUEL® Mobile service we make the following assumptions:

To ensure you get the most from the IFUEL® Mobile system and the policies detailed above we need you to take your obligations seriously.

- You must not allow unauthorised access to the IFUEL® Mobile portal.
- You must not share passwords or access amongst your employees and team members. In fact, it's a condition of service that you have a paid account profile for each and every member you appoint, whether they are your employee or not.
- Your IFUEL® Mobile hardware contains a backup copy of up to 12 months data on an SD card. It is your responsibility to ensure that no one can access that data. If you lose the SD card, or allow access to a non authorised party we are not responsible for the data breach.
- We also assume that you and your members use sensible passwords. Where you fail to use a sufficiently complex password for an account or member we will not be held liable for any resulting data breaches.
- We assume your passwords and member passwords are unique. In the event that a users password is somehow revealed regardless of fault we shall not be deemed responsible for any financial loss. It's the
- Likewise it's the responsibility of the user to ensure that any device that can access the IFUEL® Mobile systems be secured both physically and via a suitable password to ensure loss or theft of a device does not result in loss of IFUEL® Mobile data.
- Where you decide to save a password in the 'backup password' field many of the security system in place are defeated for your convenience and by your own choice.
- Where a vendor or aggregation partner changes their own underlying policy or SLA we reserve the right to modify our own policies without notice to you or your users.
- Any party on selling the IFUEL® Mobile equipment shall ensure the end users ultimate compliance with the requirements of the IFUEL® Mobile access terms.
- Further details can be found in the IFUEL® Mobile Privacy Policy

Commercial Risk

Although the IFUEL® Mobile ecosystem is designed to offer performance, reliability, security and affordability the reality is that the data stored within IFUEL® Mobile is of limited commercial value. IFUEL® Mobile stores detailed information around your refuelling activities and to a lesser extent fleet performance. We recommend the use of discretion and perspective to determine the commercial sensitivity of your data and any risk assessment from its loss.

Glossary of Terms

Where we say IFUEL® Mobile we mean the product.

Where we say, “we”, “our”, “us”, or “IFUEL® Mobile Team” we mean IOTIQ Pty Ltd.

Where we say “Customer” or “Client” we mean the end user or operator of the IFUEL® Mobile equipment, regardless of who or how that user acquired the system.

Where we say “partner”, “reseller” or “distributor” we mean the entity that completed the transaction with the end user regardless of any resale agreement or lack thereof with IOTIQ Pty Ltd.

No condition of sale or liability with any “partner”, “reseller” or “distributor” shall overrule the condition of sale ultimate held with IOTIQ Pty Ltd

Where a IFUEL® Mobile product is sold through a distributor, reseller or channel partner the underlying privacy policy lies with us.

SLA means Service Level Agreement between IOTIQ Pty Ltd and a supplier.

Where IFUEL® Mobile is rebranded and sold through that partners business the terms of any agreement are with them, or with us, or with both to our sole commercial advantage and discretion.

This document is to be read purely as a disclosure statement and in no way modifies, implies or affects the provisions detailed within the:

- IFUEL® Mobile app terms and conditions
- IOTIQ Pty Ltd conditions of sale
- IFUEL® Mobile Privacy Policy

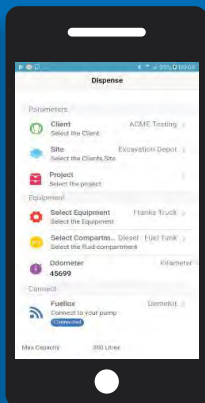
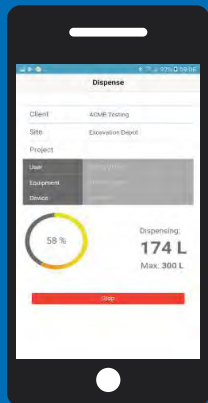
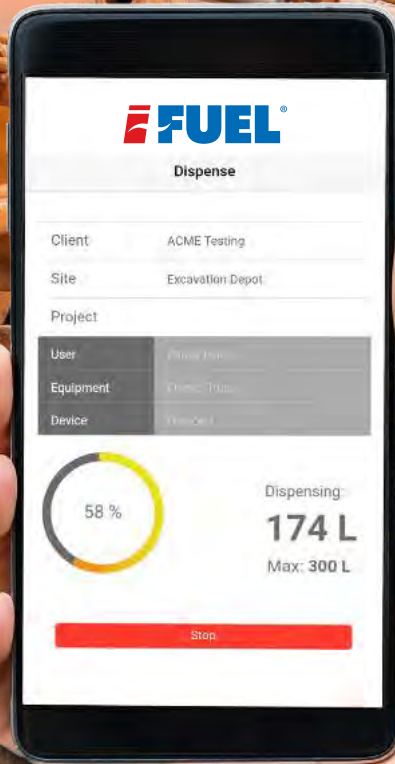
FUEL[®] Mobile



Fuel Management from your Smartphone



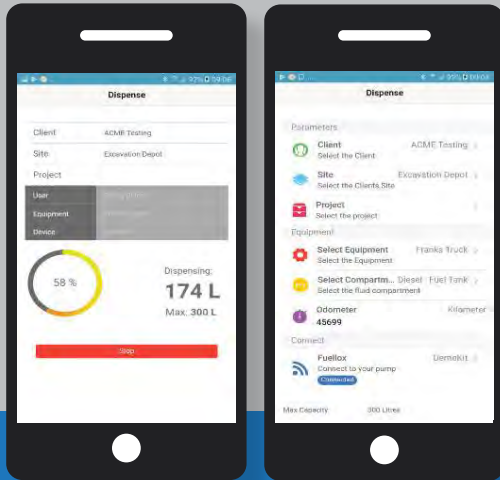
- ✔ Use existing Smartphone
- ✔ Easy retrofit
- ✔ Ideal for portable tanks
- ✔ GPS Integrated
- ✔ Cost effective



iFUEL[®] Mobile can be configured in a multitude of ways to suit any business. We have developed the system so that features can be added to the App, with no need to update the hardware.

- Do you have multiple clients or sites?
- Do you have equipment in different businesses, cost centres or customers?
- Are you a project focused business?
- Do you use fuel in a range of power gen, off road and road transport?
- Do you combine highway purchases with depot refuelling?

iFUEL[®] Mobile has you covered for all circumstances. We tailor your App setup and transaction parameters to make the system work your way.



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NO TOUCH

No buttons or moving parts. No keypad or modem required.



LOCATION AWARE

The GPS integration means you know where your fuel went in every case. Ideal for portable tanks.

4G COVERAGE

Works away from 3/4G signal. Going bush? No problem - iFUEL® Mobile does not need data connectivity to operate.



CLOUD

All your data is in the cloud. No backups, software or maintenance to plan.



COMPATIBILITY

Works with most Android and all Apple iPhones. Needs "Bluetooth 4.0".



QR CODES

Smartphone camera will scan our QR codes to identify equipment, compartment, fluid and client. Subscription dependant.



EXPANDABLE

Incorporate Estop, Override, Pump switch with onboard capability. Reduced installation costs.



SAFE

iFUEL® MOBILE is a low voltage system. For use with Diesel only.




SUPPORT

Choose from a range of support options to suit your business and users.



DATA

Use our standard report templates, or drop your data into any spreadsheet for advanced analysis.

Features can be added to the App without having to update the hardware. 





FLEET

iFUEL[®] Mobile allows fleet operators to manage their fuel from a smartphone. Simply install the iFUEL[®] hardware to your pump, with a suitable meter and you have a high end fuel management system.

Invite users by SMS from our web based portal for rapid deployment of the iFUEL[®] Mobile App.

AGRICULTURE

Unlike traditional Fuel Management, iFUEL[®] Mobile unleashes the power of your smartphone to create an affordable yet powerful Fuel Management System.

With out-of-the-box capabilities for GPS tracking, camera integration for equipment I.D. security and connectivity, there is simply no other choice in Fuel Management.



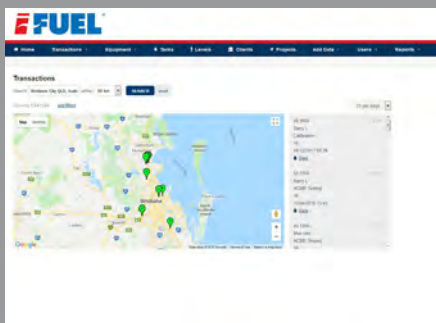
EARTHMOVING

For the vast majority of fleet operators, enterprise level fuel management has simply been unaffordable. iFUEL[®] Mobile is more powerful than other Fuel Management Systems, and its far more cost effective.



CLOUD REPORTING PORTAL

- Manage iFUEL[®] Mobile app parameters via the cloud
- Manage Equipment, Users, and Data from the portal
- Output data to any spreadsheet
- Link fields for cost centres and business units
- Report project, client, site, or equipment fuel consumption
- Detailed reporting to support fuel tax credits
- Present any dispensing event via tables or maps



- Install with any pump and pulse meter combination*
 - Simple installation with 'out of the box' EStop, Override and pump switch.
 - GPS location tagged with each dispense - know where your fuel is used.
 - Record fuel for Unlimited vehicles.
 - Tailor configuration for customer centric businesses or project centric businesses.
 - Unlimited transaction storage.
 - Cloud based reporting and management.
 - Secure passwords with App, and QR Codes on equipment means no more errors in fuel logs.
 - Configure preset dispensing for select equipment.
 - No Modems, Lan 3G/4G, or WiFi required. Uses the data plan on your phone.
 - Wireless operation via App means touch-free hardware and no wear and tear on components.
 - Integrates to tank level monitor.
 - Ideal for portable systems as well as fixed tanks.
 - System support, help and on-line videos to support your users from their smartphone.
- (* Not included in system price ^ Some older phones may not be compatible with Fuellox)






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P: 07 3204 2240
W: www.ifuel.com.au
E: sales@ifuel.com.au
A: Unit 2 - 11-15 Baylink Avenue, Deception Bay, QLD, 4508