

## ENTERPRISE TRUST CENTER

# Security Whitepaper

A public-facing summary of Go4whatsup's technical and organisational security controls. For the full NDA-gated version (SOC 2 readiness matrix, pen-test report, DR runbook), contact [legal@go4whatsup.com](mailto:legal@go4whatsup.com).

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## At a glance

Meta Business Partner · 1,500+ customers live · 99.9% uptime SLA · AES-256 at rest, TLS 1.2+ in transit · 24-hour breach notification · RTO 4 hrs / RPO 15 min · \$5M cyber insurance

## 1. About Go4whatsup & Inwizards Software Technology

Go4whatsup is an AI-powered WhatsApp Business platform operated by **Inwizards Software Technology** — a cross-border software company registered as two legal entities: **Inwizards Software Technology Pvt. Ltd.** (India, Indore HQ) and **Inwizards Software Technology LLC** (UAE, Dubai office). Indian customers contract with the Pvt. Ltd. entity; UAE, GCC, and European customers contract with the LLC entity. Both entities are bound by the same technical and organisational security controls described in this document.

Go4whatsup is an official Meta Business Partner providing the WhatsApp Business API to over 1,500 businesses across India, the GCC, and Europe. The platform operates as a multi-tenant SaaS, hosted on Amazon Web Services, and consists of a message-routing layer, a CRM layer, and an automation/AI layer. This document describes the security controls protecting the platform and our customers' data.

## 2. Infrastructure & hosting

Go4whatsup runs on AWS in multiple availability zones across the Mumbai (ap-south-1) and Bahrain (me-south-1) regions. Mumbai is the primary region for Indian customers; Bahrain serves GCC and European customers with optional data residency. All infrastructure is defined as code; no manual server provisioning is performed in production.

- **Network isolation.** Production is segmented into public, application, and data VPCs with security-group-level allowlisting. No database is reachable from the public internet.
- **Hardening baseline.** All hosts run on AWS-managed images with automated patching. OS-level access requires SSM Session Manager (no public SSH).
- **Kubernetes / containers.** Stateless application workloads run on managed Kubernetes with signed images, admission-policy enforcement, and pod-level network policies.
- **DDoS / WAF.** All HTTPS edges sit behind AWS CloudFront + AWS WAF with managed rule sets for OWASP Top 10, bot control, and volumetric mitigation.

### 3. Encryption

- **In transit.** TLS 1.2+ on every external endpoint. Internal service-to-service traffic is mTLS or VPC-private with encrypted transport.
- **At rest.** AES-256 for databases (RDS, Aurora), object storage (S3), backups, and logs. Keys are managed in AWS KMS with automatic annual rotation.
- **WhatsApp messages.** End-to-end encrypted at the Meta protocol layer between device and Meta; server-side at rest in Go4whatsapp is AES-256. Customer message content is not used for model training.

### 4. Identity & access management

Production access is least-privilege and time-bound. Engineering access to customer data requires a named, audited ticket and expires automatically within 4 hours.

- **SSO / MFA mandatory** for all employees (Google Workspace with hardware-key-enforced MFA on all admin roles).
- **Role-based access control** inside the product (Owner, Admin, Agent, Viewer, Auditor). Enterprise plans support SCIM provisioning and custom roles.
- **Audit logs** — every administrative action, template change, campaign send, and data export is logged with actor, timestamp, IP, and object.
- **Customer IP allowlists** are available on Business and Enterprise tiers for admin console access.

### 5. Application security

- **SDLC.** Peer review on every merge; automated SAST (Semgrep) on every pull request; dependency scanning (Dependabot / Trivy) on every build.
- **Secrets management.** No secrets in source control. Runtime secrets are sourced from AWS Secrets Manager with short-lived IAM role assumption.
- **Pen-testing.** Annual third-party penetration test (last completed Q1 2026). Remediation of any High finding within 30 days, Critical within 7 days. Summary available under NDA.
- **Vulnerability disclosure.** security@go4whatsapp.com — 72-hour triage commitment, with responsible disclosure recognition.

### 6. Operational security & monitoring

- 24x7 on-call rotation with defined escalation path.
- Centralised SIEM (AWS GuardDuty + CloudWatch + application audit log sink) with anomaly alerting.
- Privileged-access monitoring — any console session touching production data triggers a real-time alert reviewed within the same business day.
- Immutable backup of audit logs retained for 365 days (Enterprise plans: 7 years).

### 7. Business continuity & disaster recovery

- **Availability target:** 99.9% uptime SLA, with automatic service credits for breach (see refund policy).
- **RTO 4 hours / RPO 15 minutes** for all production services.
- Multi-AZ active-active for stateless services; primary-replica with automated failover for databases.
- Backups are encrypted, cross-region replicated, and restore-tested every quarter.
- DR runbook rehearsed twice per year; executive summary available under NDA.

## 8. Incident response & breach notification

We maintain a documented incident response plan covering detection, containment, eradication, recovery, and post-mortem. Every Priority-1 incident has a public post-mortem published at [status.go4whatsapp.com](https://status.go4whatsapp.com) within 5 business days.

- **Customer breach notification within 24 hours** of confirmed personal-data breach (meets DPDP Act 2023 requirement; exceeds GDPR's 72-hour window).
- Regulatory notifications are filed by our DPO in parallel.
- Customers receive a written incident summary including root cause, timeline, affected data categories, remediation, and preventive measures.

## 9. Privacy, compliance & data residency

- GDPR (EU) — Standard Contractual Clauses available; UK addendum supplied on request.
- DPDP Act 2023 (India) — Go4whatsapp acts as Data Processor; customer is Data Fiduciary.
- PDPL (UAE) — Bahrain region (me-south-1) provides GCC data residency.
- AVG (Netherlands) — Same posture as GDPR; NL sub-processor disclosures on request.
- **Not offered:** HIPAA BAA — Go4whatsapp is not HIPAA-compliant and customers in regulated US healthcare should not process PHI on the platform.
- Full DPA and sub-processor register available as separate documents in this pack.

## 10. Certifications & attestations

- **Meta Business Partner** (active) — directly verifiable in the Meta Business Partner Directory.
- **SOC 2 Type II** — readiness complete; audit engagement underway; target issuance 2026 H2.
- **ISO 27001** — gap assessment complete; Stage 1 audit scheduled 2026 H2.
- **Cyber insurance** — \$5M cyber liability / \$2M errors & omissions. Certificate on request.

## 11. Contact & signing entities

**Vulnerability disclosure:** [security@go4whatsapp.com](mailto:security@go4whatsapp.com)

**DPA / procurement legal:** [legal@go4whatsapp.com](mailto:legal@go4whatsapp.com)

**Data subject requests:** [privacy@go4whatsapp.com](mailto:privacy@go4whatsapp.com)

**Customer support:** [connect@go4whatsapp.com](mailto:connect@go4whatsapp.com)

**India signing entity:** Inwizards Software Technology Pvt. Ltd. — Floor 6, Airen Heights, Behind Pakiza Mall, A.B Road, Indore 452010, India · +91 96675 84436

**UAE / GCC / Europe signing entity:** Inwizards Software Technology LLC — Office 93-F, King Sabah Salem Mohammed Ghanem Al Shamsi, Jabel Ali Industrial Area First, Dubai, UAE · +971 54 508 5552

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This whitepaper is a public summary. Detailed evidence (pen-test report, SOC 2 readiness matrix, DR drill logs, sub-processor contracts) is available under NDA. Contact [legal@go4whatsapp.com](mailto:legal@go4whatsapp.com) to execute an MNDA. Document version: Public v2026.04 · Published 21 April 2026.