eHive Technical Specifications

August 2019

eHive is a web-based collection cataloguing system developed by Vernon Systems. Go to Take a Tour to see an overview of the features of eHive. The best way to explore the system is to create a free account.

Setting up eHive

Pricing

eHive accounts purchase a subscription for their usage on eHive either yearly or every 5 years. eHive's subscription covers use of the software, storage and ongoing development of the product.

You can have 50MB of media storage on eHive for free. Each image or PDF uploaded uses the same amount as it's file size (e.g. if the original image is 1MB, this uses 1MB of storage on eHive).

Our pricing structure breaks down the cost for each storage level for either a 1 year or 5 year subscription.

Hardware and Software requirements

eHive requires a stable internet connection.

We support the latest version of all common internet browsers (Google Chrome, Microsoft Edge, Microsoft Internet Explorer, Mozilla Firefox, Safari). eHive is tested on older versions, but we recommend you run the latest version of your preferred browser.

Account Users

All users access the eHive account with the same eHive ID and password.

There is no limit to how many users can be logged into the eHive account at the same time.

If users try to edit a record at the same time, the record will overwrite with each save. This means whoever saves last, makes the change to the record.

There are no different access levels in the account. Once logged in, any user can view, edit, delete a record or make Account Settings changes. There is current development work by eHive to create different user levels.

Private and Public records

We understand how important it is to ensure your privacy. On eHive, you have complete control over which information you share with the public, and what records you publish.

Public users (users that are not logged in) can only view objects, images, and PDFs that have been approved for public access. Public users only have access to core descriptive fields within the object record. We will not disclose any confidential information.

When you save a record, you can decide if a record is public or private. To publish, you tick the Publish to eHive checkbox.

If you don't want your record to be publicly visible, untick the 'Publish to eHive' checkbox when saving the record.

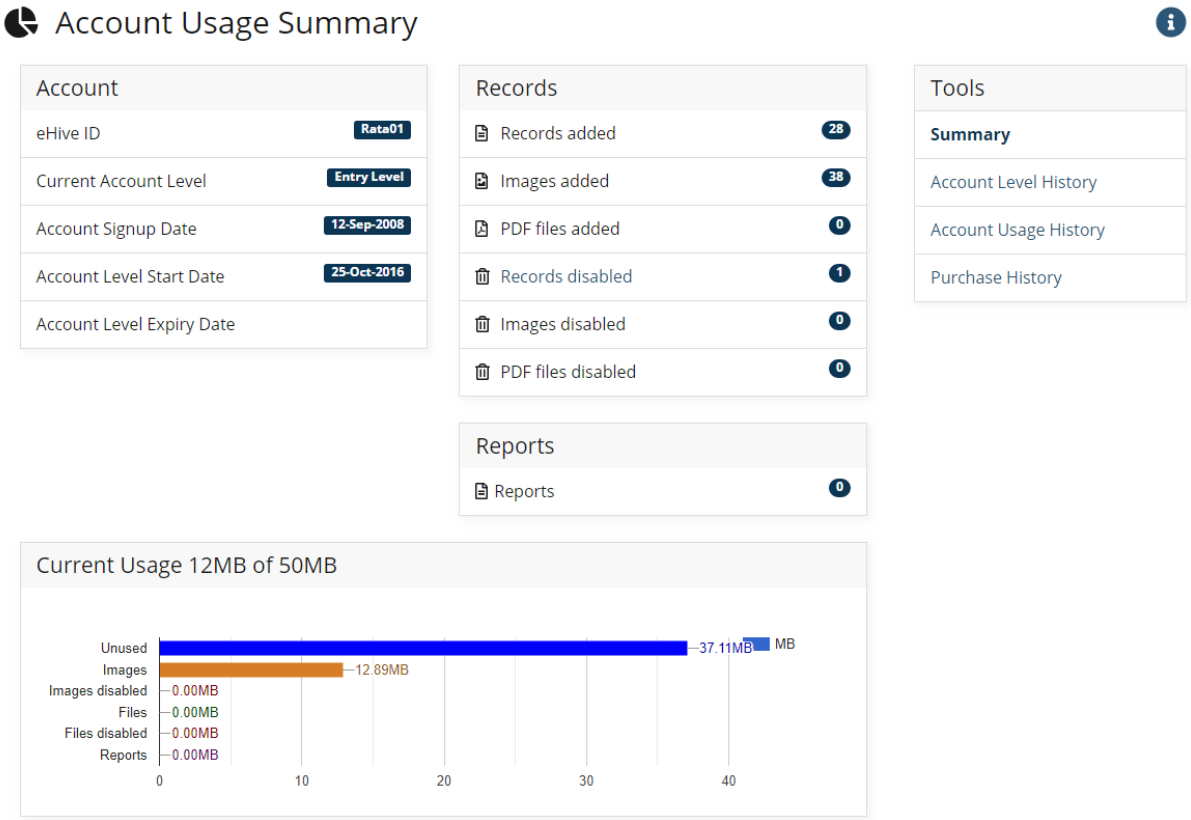
In Account Settings, you can choose if this box is ticked or unticked by default.

Testing

You can create a free account on eHive to test.

Monitoring Usage

You can see how much storage your account is currently using under the My Account section> View Account Usage.



Integration

Mobile Use

eHive uses a responsive web layout that changes the display based on device's screen dimensions. eHive can be accessed from mobile and tablet devices via any supported web browser.

We do not recommend cataloguing an object record on a mobile phone as the cataloguing screens benefit from a larger screen. Cataloguing an object can be done on a tablet.

API and WordPress

eHive has an API and WordPress plugins for embedding object records and images within a WordPress website. For more information, see http://developers.ehive.com/

Support and Upgrades

Support

eHive support is based in New Zealand and the United Kingdom. Our support covers any technical issues or bugs. eHive is designed to be used with no training or support requirements. Our help can be found at https://info.ehive.com/help/

Planned Outages and Upgrades

eHive is designed to work 24/7. Users are notified of planned outages as a banner at the top of the page when they log into eHive. Planned outages are rare.

Upgrades are done as needed, and will not require any installation by the account users.

Security and Compliance

Data Ownership

You are the owner of all information (text and files) that you have uploaded to eHive. We will not give away or sell your content.

You can export all (or a subset) of your data at any time using eHive's reporting function. Data can be exported in CSV, XLS, XML or PDF formats

eHive does not store credit card information or personal information.

Vernon Systems has a source code escrow agreement in place. The source code of the eHive software is held by an independent agent. The source code will be released by the agent to the eHive community if Vernon Systems is no longer trading.

Account Deletion

We can delete your account on request. Your data will still exist in our historic daily backups, but we agree to never use this data in any way.

Online Payments

eHive payments are processed through Windcave. Their processes are PCI compliant. We do not access or store credit card information within eHive.

Technical Liability Insurance

Vernon Systems holds technical liability insurance covering claims up to $NZ15 million. The coverage includes internet liability, media Liability, and loss of information.

GDPR compliance

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU). It also addresses the export of personal data outside the EU.

eHive

Protection of personal data in New Zealand law

Vernon Systems Limited is a registered New Zealand company. New Zealand has been recognised by the European Commission as having adequate protection for personal data, allowing data to be sent from an EU country to New Zealand without any further safeguards. The European Commission statement can be found here: https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en

Personal data within eHive

eHive currently only stores people's names. A more detailed person record data entry screen is planned, but users will be able to decide how much personal information they wish to store.

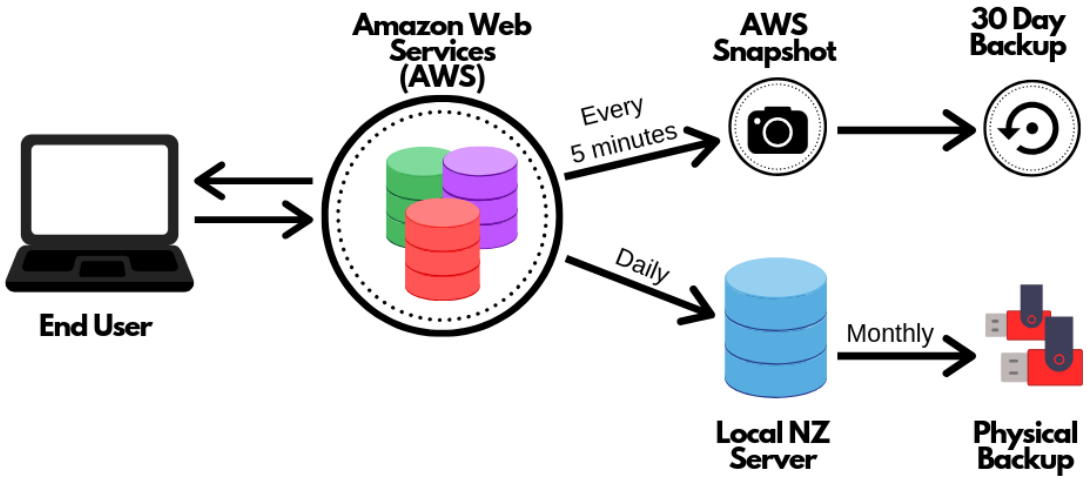
Amazon Web Services GDPR compliance

eHive relies on Amazon Web Services. AWS terms and conditions automatically includes provisions for GDPR compliance: https://d1.awsstatic.com/legal/aws-gdpr/AWS_GDPR_DPA.pdf

Hosting and Backup

eHive is hosted by Amazon Web Services. Their servers are located in Virginia, United States of America.

Backup Process



eHive is backed up in multiple places:

- Amazon Web Services takes a snapshot of eHive every 5 minutes and holds those snapshots for 30 days.
- All data is stored on multiple hard disks to allow eHive to continue running in case of a hardware failure.
- Data is backed up to a different city (Auckland, New Zealand) to preserve data during an extreme event, such as a fire at the data centre.
- The entire content (text and media files) is backed up daily, weekly and monthly.

Amazon Web Services has redundant power systems, generator back up, redundant air conditioning and multiple independent connections to the internet.

eHive

Security

Sign In passwords have a minimum length and must include letters and numbers. This means that simple passwords that could be easily determined cannot be used. We do not support single sign-on.

All pages are accessed using encrypted webpages (HTTPS) so that access to private images is secured in the same way as online banking systems. eHive servers are secured so that only standard web access is allowed. This prevents external access to other software and commands on the server.

Passwords are stored in an encrypted format that is not visible even with direct access to the database. Other data is not encrypted, but is protected through other barriers including:

- Server access uses Amazon Web Services two-factor authentication which relies on physical tokens that generate temporary access codes in combination with usernames/passwords.
- External root access is disabled
- Backend and middleware servers are protected through an Amazon security group so that they are only accessible from the frontend servers in our private network
- Amazon data centres are compliant with ISO 27001:2013 data security standards

In the case of a security breach Vernon Systems will attempt to contact account holders but will not be liable in any way if it is unable to contact everyone.