Lua is a secure messaging platform that gives you confidence in the protection of your data.

About Lua Security
We know that when you communicate with your team, information security is paramount. Major organizations across every industry use Lua daily to get their critical work done — and we never take that trust for granted. Lua adheres to the highest industry standards for security at every level to keep your data private and safe. Connect with your staff, share and access information with confidence by using Lua.

Lua Security Highlights

- **Data Protection**
  Your messages and files in Lua are classified as sensitive. Lua’s application servers are logically separated from servers that store customer data for ultimate protection.

- **Full Encryption**
  All of your data in Lua is TLS 256-bit AES encrypted at rest and in-transit, on both the device and the server. Only authorized users (not even Lua employees) have access to the information.

- **Cloud Strong**
  Your data is protected at every level—application, network and physical in a private instance. Stored data on the cloud is secure and used by leading companies, including the Fortune 500 and the US Government.

- **Admin Console**
  A dedicated admin console gives your IT department the flexibility to control access and more. Easily add, remove or investigate users through an admin panel.

- **Always Reliable**
  Multiple secure data centers mitigate the impact of network outages and natural disasters to ensure connectivity is available at all times.

- **Regular Testing**
  The Lua codebase is consistently audited, tested and verified by both internal and external vulnerability scans and penetration tests.

- **Auditble**
  Fully log and review actions, data and processes - on your own terms and at your own discretion. Lua also integrates with 3rd party archiving services.

- **Industry Certifications**
  Lua has passed numerous certifications, tests and audits. Lua is compliant across several industry regulations such as HIPAA and FINRA.

- **Physical Security**
  Lua relies on state of the art data centers that provide full-time on-site security personnel, 24/7/365 video surveillance, strict physical access controls and detailed visitor entry logs.
Protection at the application level

- Data is segmented at Network level within Lua; under no circumstances will it be available to users who have not been explicitly authorized to a Network.
- Each device used to access a user account is associated with that account.
- Upon logging out, all data is removed from the client device.
- Administrators can revoke access to individual users, instantly removing all data from the client device.
- Administrators can set password expiration schedules, require pass codes and hide message bodies in notifications
- Users are required to create strong passwords based on industry standard rules

Protection at the platform level

- All connections are 256-bit TLS encrypted, in-transit and at rest.
- A service oriented architecture allows us to isolate our components and compartmentalize permissions between them.
- We regularly audit our codebase for cross-site scripting, SQL injection, cross site request forgery, un-patched securities in external libraries, and flaws in authentication & session management, the most common security vulnerabilities according to the Open Web Applications Security Project.
- We perform regular penetration testing using the same tools malicious hackers use, so that new vulnerabilities are assessed as they are discovered.
- Security updates for 3rd party components are performed within 24 hours of availability.

Protection at the facilities level

- Lua’s data centers provide state of the art physical security to our clients. With ISO 27001 certification and regular SOC 1 audits, our physical infrastructure is the trusted by Fortune 500 companies, government agencies and NGOs.
- Multiple Availability Zones are used for a high degree of physical redundancy, mitigating the impact of network outages and natural disasters.

Lua Security Disclosure

Lua is passionate about protecting its customer's information. Many businesses trust Lua as their mobile messenger and to keep their data private and secure. Lua constantly strives to provide our customers with the latest in technology and protection. Please see the Lua privacy policy and user agreements for more information.