



Security Whitepaper

Enterprise Security & Compliance Documentation

ISO 27001:2022

GDPR Compliant

NIS2 Ready

DORA Compliant

Version: 1.0

Date: February 2026

Classification: Public

Mixvoip SA

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www.mixvoip.com | trust.mixvoip.com

Executive Summary

Mixvoip is a leading European telecommunications provider, delivering cloud PBX, SIP trunking, connectivity, and mobile services across Luxembourg, Belgium, France, and Germany. Security, privacy, and regulatory compliance are foundational to our operations. This whitepaper provides an overview of our security architecture, compliance certifications, and commitment to protecting customer data.

Key Highlights: ISO 27001:2022 certified | 15+ telecom licenses | 100% EU data residency | 4,200+ business customers | GDPR, DORA, NIS2 compliant

Company Overview

Mixvoip SA, headquartered in Luxembourg, serves over 4,200 business and institutional customers. As a licensed telecom operator in 15 European countries and the United States, we maintain the highest standards of operational excellence and regulatory compliance.

Attribute	Details
Headquarters	Steinsel, Luxembourg
Founded	2007
Employees	~63 FTEs
Annual Revenue	€12+ million
Countries Licensed	15 (EU) + USA
Primary Markets	Luxembourg, Belgium, France, Germany

Certifications & Compliance

ISO/IEC 27001:2022

Mixvoip maintains ISO/IEC 27001:2022 certification for its Information Security Management System (ISMS). This internationally recognized standard ensures systematic management of sensitive information through risk assessment, security controls, and continuous improvement.

Certificate Details:

- Certificate Number: 01 153 2400163
- Certification Body: TÜV Rheinland
- Scope: Cloud PBX, SIP Trunking, Connectivity Services
- Valid Until: 2027

Regulatory Compliance Framework

Regulation	Status	Description
GDPR	✓ Compliant	Full compliance with EU data protection requirements
DORA	✓ Compliant	Digital Operational Resilience Act for financial sector
NIS 2	✓ Compliant	Network and Information Security Directive
EU AI Act	✓ Compliant	Regulation ²⁰²⁴ / ₁₆₈₉ for AI systems (VIBE AI)
CRA	✓ Prepared	Cyber Resilience Act readiness

Telecom Licenses

Mixvoip holds telecom operator licenses from regulatory authorities in 15 countries:

Country	Regulatory Authority
Luxembourg	ILR (Institut Luxembourgeois de Régulation)
Germany	BNetzA (Bundesnetzagentur)
France	ARCEP
Belgium	IBPT/BIPT
Switzerland	BAKOM
Austria	RTR
Spain	CNMC
Portugal	ANACOM
Italy	AGCOM
Sweden	PTS
Finland	Traficom
Ireland	ComReg
Netherlands	ACM
Romania	ANCOM
USA	FCC

Data Security Architecture

Data Residency

All customer data is stored and processed exclusively within the European Union. Our primary data centers are located in Luxembourg and Germany, ensuring compliance with EU data sovereignty requirements.

EU Data Sovereignty: Your data never leaves the European Union. All processing, storage, and backups occur within EU borders, specifically in Tier III+ certified data centers in Luxembourg.

Encryption Standards

Layer	Standard	Details
Data in Transit	TLS 1.2/1.3	All API and web communications
SIP Signaling	SIPS	TLS-encrypted SIP protocol
Voice Media	SRTP	AES- ¹²⁸ / ₂₅₆ encryption
Data at Rest	AES-256	Database and file storage
Key Management	HSM	Hardware Security Modules

Access Control

- **Role-Based Access Control (RBAC)** - Granular permission management
- **Multi-Factor Authentication (MFA)** - Required for all administrative access
- **Principle of Least Privilege** - Minimum necessary access rights
- **Regular Access Reviews** - Quarterly audits as per ISO 27001
- **Privileged Access Management** - Dedicated PAM solution for critical systems

Infrastructure Security

Physical Security

Our data centers implement comprehensive physical security measures:

Measure	Implementation
Surveillance	24/7 CCTV with 90-day retention
Access Control	Biometric + badge authentication
Visitor Management	Logging and escort requirements
Fire Protection	FM-200 suppression systems
Power	N+1 UPS + diesel generators
Connectivity	Multiple carrier redundancy

Network Security

- **Enterprise-grade Firewalls** - Next-generation firewall protection
- **DDoS Protection** - Multi-layer volumetric attack mitigation
- **DNS Shield** - Malicious domain blocking
- **Intrusion Detection Systems (IDS)** - Real-time threat monitoring
- **Network Segmentation** - VLAN isolation and micro-segmentation

Environmental Sustainability

Mixvoip is committed to sustainable operations:

- 100% renewable electricity for data center operations
- Free cooling systems to reduce energy consumption
- Biomass recycling programs
- Continuous energy efficiency monitoring and optimization

Security Operations

Penetration Testing

Due to our customer base including entities subject to DORA, NIS2, PSF, and ISO 27001 requirements, our systems undergo multiple penetration testing activities throughout the year. Findings are tracked and addressed as part of our continuous improvement and ISO/IEC 27001-compliant risk management process.

Testing Frequency:

- External penetration tests: Annually (minimum)
- Internal vulnerability scans: Monthly
- Application security testing: Per release cycle
- Third-party assessments: As required by customers

Vulnerability Management

- Regular internal vulnerability scans using industry-standard tools
- Formal patch management procedures with defined SLAs
- Security advisory monitoring (CVE, vendor bulletins)
- Third-party security assessments upon request

Incident Response

Mixvoip maintains a formal Incident Management Team in accordance with ISO 27001 guidelines. Our incident response process includes:

1. **Detection** - 24/7 monitoring and alerting systems
2. **Classification** - Severity-based prioritization (P1-P4)
3. **Notification** - Customer communication via designated contacts
4. **Investigation** - Root cause analysis and forensics
5. **Remediation** - Containment and recovery actions
6. **Documentation** - Full incident reports and lessons learned
7. **Regulatory Reporting** - Notification to ILR, IBPT, BNetzA, ARCEP, CNPD as required

Business Continuity

Technical Resilience

As part of our ISO 27001 certification, we maintain adequate and resilient technical infrastructure:

Capability	Implementation
Geographic Distribution	Multi-site deployment across EU
Automated Failover	Sub-minute recovery for critical services
Backup Strategy	Daily incremental, weekly full backups
Recovery Testing	Quarterly disaster recovery exercises
RTO/RPO	Documented per service tier

Financial Stability

Annual financial health assessments are conducted by an external accounting firm and our CFO, reviewing:

- Debt burden and leverage ratios
- Cash reserves and liquidity
- Projected cash flow (12-month horizon)
- Revenue stability and customer concentration

Third-Party Management

Sub-Processors

Mixvoip maintains a comprehensive list of 80+ sub-processors, categorized by:

Category	Examples
Data Centers	Tier III+ certified facilities
Hardware Vendors	Enterprise networking equipment
Telecom Operators	Interconnect partners
SaaS Providers	Business applications
Cloud Infrastructure	EU-based cloud services

The complete sub-processor list is available at: mixvoip.com/legal/gdpr

DORA Sub-Contractor Classification

All ICT subcontractors are classified as Rank 2 under the DORA framework. Substitutability levels are documented for each provider:

- **Not substitutable** - Critical dependencies with mitigation plans
- **Limited substitutability** - Alternative providers identified
- **Complex substitutability** - Migration path documented
- **Easily substitutable** - Standard market alternatives available

Privacy & Data Protection

GDPR Compliance

GDPR Resources:

- Data Processing Agreement (DPA) available in EN/DE/FR
- Online digital signature via sign.mixvoip.com
- Data Protection Officer: dpo@mixvoip.com
- Sub-processor list: mixvoip.com/legal/gdpr

Data Subject Rights

Mixvoip has implemented procedures for all GDPR data subject rights:

- Right of Access (Article 15)
- Right to Rectification (Article 16)
- Right to Erasure (Article 17)
- Right to Restriction (Article 18)
- Right to Data Portability (Article 20)
- Right to Object (Article 21)

Data Minimization

Mixvoip practices data minimization principles. For AI-powered features such as call summarization, we follow BfDI guidance to process only necessary data without storing raw

recordings where possible.

Governance & Ethics

Corporate Governance

- Formal risk governance framework with board oversight
- Management-approved security policies (annual review)
- Regular board-level security briefings
- Internal audit program aligned with ISO 27001

Whistleblowing

Mixvoip complies with EU Whistleblower Directive (2019/1937) and Luxembourg Law of 16 May 2023:

- Dedicated channel: **whistleblowing@mixvoip.com**
- Confidentiality guaranteed
- Protection from retaliation
- Independent investigation process

Code of Conduct

Our Code of Conduct defines standards for business ethics, integrity, and professionalism. Available at: mixvoip.com/legal

Security Contact Information

Purpose	Contact	Response Time
Security Incidents	security@mixvoip.com	< 4 hours
Vulnerability Reports	security@mixvoip.com	< 48 hours
Data Protection	dpo@mixvoip.com	< 72 hours
Regulatory & Compliance	regulatory@mixvoip.com	< 5 business days
Whistleblowing	whistleblowing@mixvoip.com	Confidential
General Support	support@mixvoip.com	< 24 hours

Responsible Disclosure Policy

Mixvoip values the security research community and encourages responsible disclosure of vulnerabilities. If you discover a security issue, please:

1. Report to **security@mixvoip.com** with detailed information
2. Allow reasonable time for investigation (typically 90 days)
3. Do not access or modify other users' data
4. Do not perform denial-of-service attacks

We commit to acknowledging reports within 48 hours and providing regular updates on remediation progress.

References & Resources

Resource	URL
Trust Center	trust.mixvoip.com
GDPR & Sub-Processors	mixvoip.com/legal/gdpr
Compliance FAQ	mixvoip.com/faq/compliance
Accreditations	mixvoip.com/accreditations
Legal Center	mixvoip.com/legal
System Status	trust.mixvoip.com/status



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