KEY SURVEY SECURITY FACT SHEET

Hosting & Infrastructure

- Key Survey is hosted at state-of-the-art SSAE-16 compliant colocation facility provided by CenturyLink (former Savvis) in Massachusetts, USA.

- All servers are 100% owned and operated by WorldAPP, provider of Key Survey. WorldAPP does not enlist the services of any 3rd-party cloud solutions and does not outsource any support for our production infrastructure.

- A 3-tier architecture structure is leveraged, with tiers separated both physically and logically.

- Scalable load balanced architecture with no SPFs (Single Points of Failure).

Data Security

Data Storing & Encryption

- In transit encryption via 256-bit TLS.

- Customer data is segregated using unique user IDs.

- Client data is stored on our servers for the duration of an account, plus up to one year after. Deletion of data upon account termination is available per request.

- Encryption at rest using 256-bit AES is available by request for the data stored on servers.

- 256-bit at rest encryption is standard for data stored in mobile apps.

Authentication & Access Management

- Customer data resides securely on database servers behind multiple firewalls.

- WorldAPP staff may access customer accounts only if the account owner grants such access and only for the period of time the account owner specifies.

- All authentication activity is logged.

Backups

- WorldAPP performs daily, weekly, and monthly backups, which are stored for 7 days, 4 weeks, and 12 months, respectively.

- On-site and off-site backups are available.

- Off-site backups are encrypted with PGP.

System Stability, Assessment & Monitoring

- All of our systems are monitored on a 24/7 basis by experienced technical professionals.

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- Intrusion Detection System is in place to monitor and log suspicious network activity.

- 99% contractually guaranteed uptime.

WorldAPP Security Policies, Compliance & Certification

- WorldAPP has received TRUSTe's Privacy Seal signifying that this privacy statement and practices have been reviewed for compliance with the TRUSTe program viewable on the validation page available by clicking the TRUSTe seal.

- All employees undergo criminal background checks and reference checks.

- Information Security policies in place are based on the requirements set forth by ISO 27001 standards.

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