

SECURITY

FACT SHEET

1 DATA HOSTING – PERFORMANCE AND REDUNDANCY
Customers' data is housed in a world-class hosting infrastructure. Data hosting facilities are operated to the highest standards. Redundant online hosting facilities enable: Does the provider meet the highest industry standards?

- Local redundancy of systems, storage and network
- Backed up to a secondary, geographically diverse disaster recovery environment
- Real-time 24/7 data monitoring with a secondary site on hand in the event of a disaster
- Daily data backups are saved locally and to the secondary data centre, to prevent data loss in the event of a disaster.

2 DATA HOSTING – PHYSICAL SECURITY
● HSEC Online host datacenter facilities have a 24/7 security presence with CCTV camera surveillance. The facility has a high voltage electric fence, providing perimeter security. Biometric access is also installed on all access points.
● The datacenters have fire detection through Very Early Smoke Detection Apparatus (VESDA).
● The HSEC Online Datacentre's hosted network is multi-homed with multiple uplinks per datacentre. Should a network failure occur, traffic is automatically rerouted via alternate uplinks, significantly increasing our network resilience. Connectivity is provided through diverse, redundant fibre routes.

3 DATA ENCRYPTION
Data is encrypted at rest, in transit and on the users' devices.
● At-rest encryption of AES 256-bit on servers and AES 256-bit on client devices
● In-transit encryption SSL/TLS

4 SECURITY PROCESSES
HSEC Online has established a high standard of information security controls, both internally and through independent external validation. Regular and ongoing reviews are conducted:

- Annual penetration testing done both internal(quarterly)external/independent (annually)
- ISO 27001 ,45001 and 9001 Certification so as to comply with international best practice
- HSEC Online employee training in data security requirements

5 POPI ACT
POPI Act requires that each individual to be made aware of what personal information is being shared and used for. HSEC Online provides an automated POPI Act Declaration form for each individual to sign and upload into HSEC Online. This declaration form shows the end user exactly who his information will be shared to and what documents will be shared.

6 SOFTWARE SECURITY
● All development happens on a password secured workstation
● All HSEC Online source code lies in a secure encrypted repository that is password protected.
● All application code / database changes are audit logged to a username.
● QA (Testing) and Production web facing servers are running in a secure HTTPS environment
● Personal / confidential information on testing servers is protected via modification / scrubbing.
● Application passwords are one way hashed to secure password storage in the database.
● Database queries are parameterized to prevent SQL injection.