# EVDense™ Data Security and Systems

EVDense is committed to providing you the safest, most stable hosted services. The quality of our data center, the architecture of our hosting services, and our stringent security and recovery systems and access procedures have all been designed so that *your* evidence is always there when you need it.

## Internet Data Center

### Data Center Features and Equipment

- Hardened data center equipped with multiple, separate network backbones with attack and seismic protections
- On-site physical and electronic security 24X7,controlled access, electronic surveillance, scan-and-verify identity procedures throughout facility
- Onsite backup power generators at each data center with substantial petroleum reserves

### Internet Connectivity

Directly connected to hosting facility's multi-homed Internet backbone

### Security

No single tool or procedure can ensure a safe computing environment. A combination of tools, discipline, and well-defined trust relationships can significantly reduce the risk of security violation. The following is an overview of the security measures deployed by EVDense's data center:

- **Security Features and Procedures**

  - State of the art firewall protection: Strict rules in place allowing only authorized requests from external locations
  - Segmented support personnel access: Access to the data center and all systems is restricted to authorized support personnel. Classes of personnel include development, Tier 1 and Tier 2 support, professional services staff, and data center personnel
  - Protection and control of your information: Your information is only available to you and the people you authorize for access. You have complete control at all times to add or delete your evidence.
  - Building/Physical Site Security – EVDense's facilities meet the following physical security standards:
  - Highly secure access restrictions allow only authorized EVDense personnel access to servers
  - All building access points are monitored or controlled by surveillance cameras and a 24x7 guard rotation

- **Personnel Procedures**

  - Verified Identification required for building access
  - Log-in validation
  - Access granted only to persons on EVDense-approved access list
  - Two-factor authentication is required for administrative control of routers, firewalls, and application servers
  - All access to application and supporting computer networks by system administrators, operators, development and audit staff is logged
  - Security logs are retained on systems for at least 2 weeks, and available via tape for a year

In addition, EVDense is hosted in a secure server environment that uses firewalls and other advanced technology to proactively monitor, detect, and prevent interference or access from unauthorized access and other outside intruders.

## Servers and Database

### Servers

- Servers for hosting run Intel Processors
- Multi-tiered network security
- Redundant, fail-over firewalls to secure access from the Internet
- Redundant, fail-over load-balancers provide network load-balancing for HTTP and HTTPS services
- Dedicated, load balanced
- Dedicated, load balanced web and application servers for high-availability and security
- 128 Bit minimum to 256 Bit SSL network encryption – the industry's gold standard – preserves and protects all data
- System clocks are adjusted via communication with 3 NTP servers; connections are established at most every 17 minutes. Logs are checked periodically for anomalous NTP activity.

**Database**

- Our system is designed to securely store all electronic files on our servers
- With the public release of the beta version:
    - This design includes storing encrypted electronic files on our database servers
    - Anyone looking at files on the database servers would not be able to read any file without a decryption key

## 3rd Party Scanning and Security Verification

McAfee's SECURE technology has certified EVDense, and we are subject to rigorous daily network security audits.
For more information click here: http://www.mcafeesecure.com/us/technology-intro.jsp

## Uptime Statistics and Reliability

**Performance**

EVDense has a stated uptime policy for our hosted customers of 99.5 percent. The company's actual monitored performance exceeded that metric during every month since product release. Performance for any hosted subscriber can be affected by elements both inside and outside of EVDense's control.  While we can count on the best performance from our database servers, data center network, and web servers - a variety of other factors including global or local internet problems, customer-specific network problems, or customer-specific ISP problems can all manifest to a customer as a slow response or outage.

## Disaster Recovery Procedures

EVDense has developed a complete Disaster Recovery/Hosting Contingency Plan, detailing the actions, and responsibilities necessary for recovery of Hosting Services and to recover from disasters as quickly as possible with minimal impact to customer productivity.

## User Account Safeguards

EVDense has implemented state-of-the-art security procedures for user sign-up, validation and communication.

## Electronic File Transfer Security

All communication of sensitive data is handled over an encrypted Secure Sockets Layer (HTTPS).  EVDense employs a special Extended Validation SGC SSL Certificate (as denoted by the green highlighted area of the browser's address bar – IE 7 and Firefox 3.0+) which provides an additional level of security.  SGC means that even if you tried to connect to our secure pages with a 40 bit internet browser, our Certificate would automatically step you up to a 128 bit connection for that session.  So no matter what, your secure connections are 128 bit, same as what the financial institutions use.

## Electronic File Certification

The certification process includes the generation of a proprietary identification key based on the content of the file, the date and time on which it was stored, and the user account associated with the storage event, in combination with established cryptographic algorithms.

## Certified File Validation:

EVDense provides a unique hyperlink with each certified file.  Validation is achieved via a bit-wise comparison of an uploaded file to the certified copy in EVDense storage; a 'Pass' or 'Fail' outcome is reported.  As with other transmission of sensitive data, all validation activity is SSL encrypted.

**For More Information**

If you have any questions or need clarification about the information presented in this document,
please email EVDense at info@EVDense.com.

**EVDense Data and Security Systems v1**