

Fact Sheet

Security & Technology Overview



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great{with}talent's product and services ("the platform") are designed around security, administration control, data integration and application interoperability.

The platform delivers this secure infrastructure through a wide range of processes and technologies that help prevent unauthorised access to confidential information and facilitate privacy management.

Security Overview

1. Data Security

We guarantee the accuracy and safety of all data hosted on our servers or in an off-line environment:

- **Data Access & Control**

Access to employee data, customer information and system administration is limited by username and password or administrative privileges. All great{with}talent employees who may interact with customer data have been vetted by our rigorous onboarding screening processes.

Confidential 'open' data sets are not allowed to be taken off-site on any form of remote storage media or device.

- **Data Encryption**

Key sensitive and personal information is stored in an encrypted format. Such data includes usernames and passwords, employee details, responses provided during questionnaires and customer account information.

Candidates and users of our services are only identified by encrypted identity strings and limited personal information. Decryption routines are used only at point where data extraction and subsequent analysis takes place.

- **Data Integrity**

great{with}talent methodically backs up all databases and file servers on a daily basis. We operate a backup schedule maintaining full and differential backups of all service databases. Backups are saved off-site and stored securely in multiple UK server locations (our current backup service supplier is Microsoft Azure Backup). great{with}talent also employs redundant

servers for immediate failover in the event of a server failure. We no longer utilise tape media based backups.

- **Data Duration**

Customer data is stored on our servers for the duration of an account, plus up to one year after account closure. Customers can request to have information removed from great{with}talent servers at any time.

- **Data Protection**

great{with}talent regards the lawful and correct treatment of personal information as very important to successful operations, and to maintaining confidence between those with whom we deal and ourselves. We ensure that our organisation treats personal information lawfully and correctly.

To this end we fully endorse and adhere to the Principles of data protection, as detailed in the General Data Protection Regulation 2016 (GDPR) guidance and the UK Data Protection Act 1998 (DPA). Please refer to our Data Protection Policy factsheet for more details.

2. Application Security

We have applied all known best-practices and monitoring services to ensure our applications are highly secure:

- **SSL**

Our entire platform uses 256-bit SSL encryption. Additionally, we can apply password protection to any online questionnaire or any online / offline report.

- **Session Management**

Browser user sessions are controlled via simple session management to avoid unauthorised access as a result of computers being left unattended. Automatic timeout occurs after 20 minutes of inactivity.

- **Page / Form Security**

To make sure our applications are fully secure from both coding and server vulnerabilities we carry out regular and scheduled in-depth penetration tests. We also use real-time server-side application monitoring (SiteLock).

- **Firewall**
A multi-layer architecture exists utilising firewalls for web and database layers of the network. A Network-based Intrusion Detection System (NIDS), and additionally Host-based Intrusion Detection System (HIDS) is protecting the systems.
- **Antivirus**
McAfee from Network Associates is the preferred Antivirus software. All servers are protected and virus definitions checked every day for updates.

3. Physical Security

- Data collected through great{with}talent is co-located on servers in a state-of-the-art data centre with the latest in redundant power, environmental control and networking technology.
- Trained professionals safeguard the security of the equipment by staffing this facility around the clock. All building and environmental alarms are monitored 24 hours a day, 365 days a year. Security includes three Layers of RFID (Remote Frequency Identification) Technology to enter and leave the facility.
- Additional on-site security includes: closed circuit video monitoring (both inside and out), alarmed doors with secure key card access (requiring photo identification), man-trap restricted access to the data floor and secure locking equipment enclosures.

Technology Overview

great{with}talent's online services are multi-tier, scalable systems. They are 'web-enabled', secure, and accessible by common browsers through the Internet. The web servers are load balanced.

There is an independent storage system for optimizing server performance and there is routine backup storage to prevent data loss in case of hardware or software failure.

Databases

The backend databases are MS SQL Server Enterprise.

Hardware

All web servers are at least dual CPU, with at least 16.0 GB of RAM.

Connectivity

A dedicated connection of 500 Mb/s. This can be increased rapidly and with ease.

Devices & Browsers

- We support all modern browsers and all devices. We do not support versions of Internet Explorer below version 9.
- No browser plug-ins are required to use any of the services. Where needed our services are fully responsive to the needs of mobile devices.
- The World Wide Web Consortium's (W3C) WAI (Web Accessibility Initiative) has been used in our front- end design to increase accessibility of our services for people with disabilities, such as those who require speech recognition technology. More information can be found at: <http://www.w3.org/WAI/about.html>.

Coding Environment

A mixture of ASP.NET, ASP (VB Script), JSON and JavaScript for the web interfaces. The services are modular in a service based architecture designed to provide deployment flexibility, scalability and performance.

Service Management

Availability

Availability measured in excess of 99.96%. The ease of maintenance without any downtime in most support scenarios has helped us achieve high levels of availability.

Disaster Recovery

great{with}talent mirrors the production environment to allow rapid restoration from off-site backups in the event of a hardware or software failure. All of our contingency plans are tested at strict regular intervals and recent tests (April 2017) provided no areas for concern.

Performance

To maintain and improve our performance SLA's with our clients, great{with}talent's chosen partner for monitoring its sites externally is Pingdom. This service checks the status of our applications on a pre-arranged frequency. The system sends alerts to the support staff in the event of a problem with our services. A daily monitoring status report provides us with detailed availability status of services.

Maintenance & Release Management

great{with}talent do not currently operate a periodic service maintenance release plan. Any major system changes are usually notified to clients one month in advance and wherever possible maintenance is performed without taking the services offline. great{with}talent has a scheduled maintenance window on Saturdays from 08:00 GMT to 13:00 GMT, all services are "locked" during this period and candidates/ users are notified in this event.

In the rare event non-scheduled maintenance is required great{with}talent will endeavour to notify clients either immediately before or as soon as possible after the event.

Support Services

great{with}talent maintains a 24x7 technical support for all its online services. The IDC also maintains an onsite support presence at all times and will respond to a reported fault within 60 minutes in accordance with our SLA.

In addition, great{with}talent's own internal support team are available 24x7 and are contactable via mobile phone. The hosting centre maintains an internal monitoring system that will automatically notify the on-call support team in the event of a failure.