

# Security and Server Environments

Examinare is responsible for the technical and organizational security measures in and around Examinare programs. This means that in Examinare programs we will ensure that there is the required security, such as privilege management, ability to make registry entries and delete personal data. When there are no features in the Personal Data Management program, we have internal procedures for this. The actions taken by Examinare are described in more detail below.

## Authentication and Encryption.

All data communication takes place with Secure Sockets Layer (SSL). To access the Services, login is required with username and password.

- Examinare uses encrypted communications in the form of 256-bit SSL encryption and 2048-bit public keys from RSA. All data communications to and from the user's computers are encrypted with SSL, the most widely used Internet standard for encrypted communication.
- Examinare uses password protection in the form that the login process is fully encrypted, which means that no information is sent as unencrypted text. The user password is stored in one-way encrypted format and if lost needs to be recovered by email.
- There is continuous user authentication. Each call to Examinare's servers involves checking the login credentials.
- Passwords are never stored in Sessions or Cookies.

## Storage and backups.

*The Examinare server environments are split up into 2 zones. One zone is Examinare Survey Tool, where all survey data is stored within Sweden and the second zone for External services, such as Examinare Customer Zone and other external services that use Examinare API to connect to the survey data in Examinare Survey Tool with API information.*

*The examples of Examinare external services (below mentioned as Examinare external) are, but not limited to: Store Evaluator, Leveranskontroll, Delivery Control Survey, Stay Evaluator, Why Cancel, Examinare websites and Examinare Customer Zone. etc.*

### Examinare Survey Tool.

Examinare Survey Tool Infrastructure is run on servers in 24-hour data halls. Examinare Survey Tool infrastructure is hosted in South of Sweden on redundant Internet Connections.

- The data halls are equipped with fire protection and climate systems. There are several automatic smoke detecting systems. Climate control system ensures that the temperature is always low and that the humidity is optimal.
- The data halls are equipped with a secondary power supply system and a diesel generator that ensures the power supply to the servers.
- High Capacity Connections Ensure Users' Access to the Services.
- Only authorized personnel have access to the data hall.
- Examinare server environment and network are protected by firewalls. In addition, Examinare is proactive through monitoring and analysis of firewalls and system logs.
- Examinare infrastructure is monitored every minute for access problems. If any problems occur, the appropriate support personnel is contacted.
- Backups are taken daily, hourly (snapshots) and nightly (full backup) and stored on encrypted storage.
- Full Backups are also stored in a geographically separated location in Sweden.

### Examinare external services and Customer Zone.

Examinare external services (not storing survey data) are hosted within EU mainly in data centers in France.

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- Only authorized personnel have access to the data hall.
- Examinare external environment and network are protected by firewalls. In addition, Examinare is proactive through monitoring and analysis of firewalls and system logs.
- Examinare external is monitored every minute for access problems. If any problems occur, the appropriate support personnel is contacted.
- Backups are taken daily and stored on encrypted storage.
- Full Backups are also stored in a geographically separated location within EU.

### Specific Database storage on order.

Customer specific database storage exists in Canada, Singapore and Russia. Only Clients that order specific database storage have active data connections to abroad areas. If the individual customer has not ordered specific database storage, the data will be kept in Sweden and France.

## Knowledge and information protection.

- Only a few key people know how the security system is built.

- All personnel is bound by a confidentiality agreement that prevents the dissemination of data, information and the person or customer's personal data. Only authorized personnel have access to the data and the privileges are governed by Examinare AB.

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