



Enfocus Customer Facing Data Security Policy



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1. Enfocus Customer Facing Data Security Policy

IT Security Policy

Enfocus has an IT Security Policy in place, which is regularly updated.

The policy's objective is to define the rules for the use of IT in relation to employment and other cooperation and to secure a stable and safe IT environment.

It applies to all employees connecting to the Enfocus internal network. It contains guidelines about workstations, servers and laptops, such as:

- Workstations and servers provided to employees for use in a production environment are provided by Corporate IT personnel following defined standard models.
- All Enfocus servers and workstations must be equipped with antivirus software supplied by Corporate IT.
- All Enfocus workstations and servers must be regularly updated with security patches.
- Passwords must be strong and frequently changed.
- It also documents policies for using the internet and e-mail, collaboration tools, including box.com, remote access and banned and controlled applications.
- Additionally, the sensitivity of information is described.

Customer Facing Data Security Policy

The current document clarifies which additional policies are in place to insure secure handling of customer data by our customer facing employees. Such policies provide for the following:

- At least once a year, all employees performing customer care services get refresher classes on general policy compliance, amongst others about handling of confidential information.
- When customers register a call with Enfocus' customer service, and a log is created, it happens often that some customer's data files are provided for further analysis.
- Unless the customer requests otherwise, these data files are transmitted in a safe, encrypted way. The default delivery method is Enfocus' proprietary "connector". Other means of delivery (such as e-mail, or file transfer websites) will only be used subject to the customer's consent.
- Once the call is closed, these data files are erased within a period of thirty (30) days following the incident closure date. Such data files, to the extent those are part of automated backup systems, are no longer readily available for access. Further, some data files may be kept available and stored for a longer time to provide future test data.
- Pertaining to Enfocus' LAN for use by employees, only dedicated Enfocus inbound VPN connections are allowed, unless approved differently by Enfocus IT. No outbound VPN connections are allowed, unless approved differently by Enfocus IT. Visitors, if provided access to the internet, are only allowed to access the internet through a separate network.

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