

FACT SHEET

SECURITY OF YOUR DATA

Given the ever-changing security risks that must be considered when transacting business online, we understand your concerns about data security and safety. Because you've chosen Thomson Reuters products and services to serve your accounting needs, you can be assured that your software and data are stored in a secure network of data centers that are among the most advanced and secure in the world. Every precaution is taken to guarantee the safety of your data. Equipment and facilities are protected against fire, natural disasters, power failures, and other unexpected scenarios.

DATA SECURITY

- Multiple levels of security (known as Defense in Depth) allow elevated levels of control for maintenance personnel without compromising security.
- Built-in safeguards to prevent "Denial of Service" (DoS) attacks and ID spoofing are provided by load-balancing devices and the security infrastructure.
- Completed a Type 2 SOC2 audit based on the Trust Principles as defined by the AICPA with no exceptions, for NetFirm CS® which includes Virtual Office CS®, Software as a Service for CS Professional Suite (SaaS), and NetClient CS®.
- Completed a Type 2 SOC2 audit based on the Trust Services Principles as defined by the AICPA with no exceptions for GoFileRoom® and AdvanceFlow™.

INFRASTRUCTURE

- Redundant electric power feeds are used from separate utility substations.
- Access to the Internet is obtained using multiple providers.
- Advanced fire control systems enable the detection of heat and smoke. Fire suppression using current and approved fire suppression systems operate both above and below the raised flooring.

SECURITY

- Around-the-clock internal security monitoring is maintained with camera surveillance at all entry points.
- Card-key entry systems admitting only authorized personnel are continuously logged and monitored.
- Multi-zoned, multi-level keycard access controls and monitors all access into the data centers and internal areas.
- Biometric access controls provide added levels of security.
- Vehicle identification is required for any vehicle on the data center premises.



DATA PRIVACY

- All data is treated as strictly confidential.
- Access to your information is limited to those employees with a business requirement for accessing such information.
- All hard copies of data are destroyed before disposal.
- Employees are continually educated on the confidential nature of this information and your need for privacy; policies and procedures are continually incorporated for these purposes. In addition, your customer information will never be discussed with third parties without your permission.

As technology continues to advance, you can be sure that the data centers have in place the most up-to-date safeguards possible to keep your personal and business financial information confidential and secure. We value your trust in our commitment to keep your data safe. You can be confident that the data centers will deliver.

