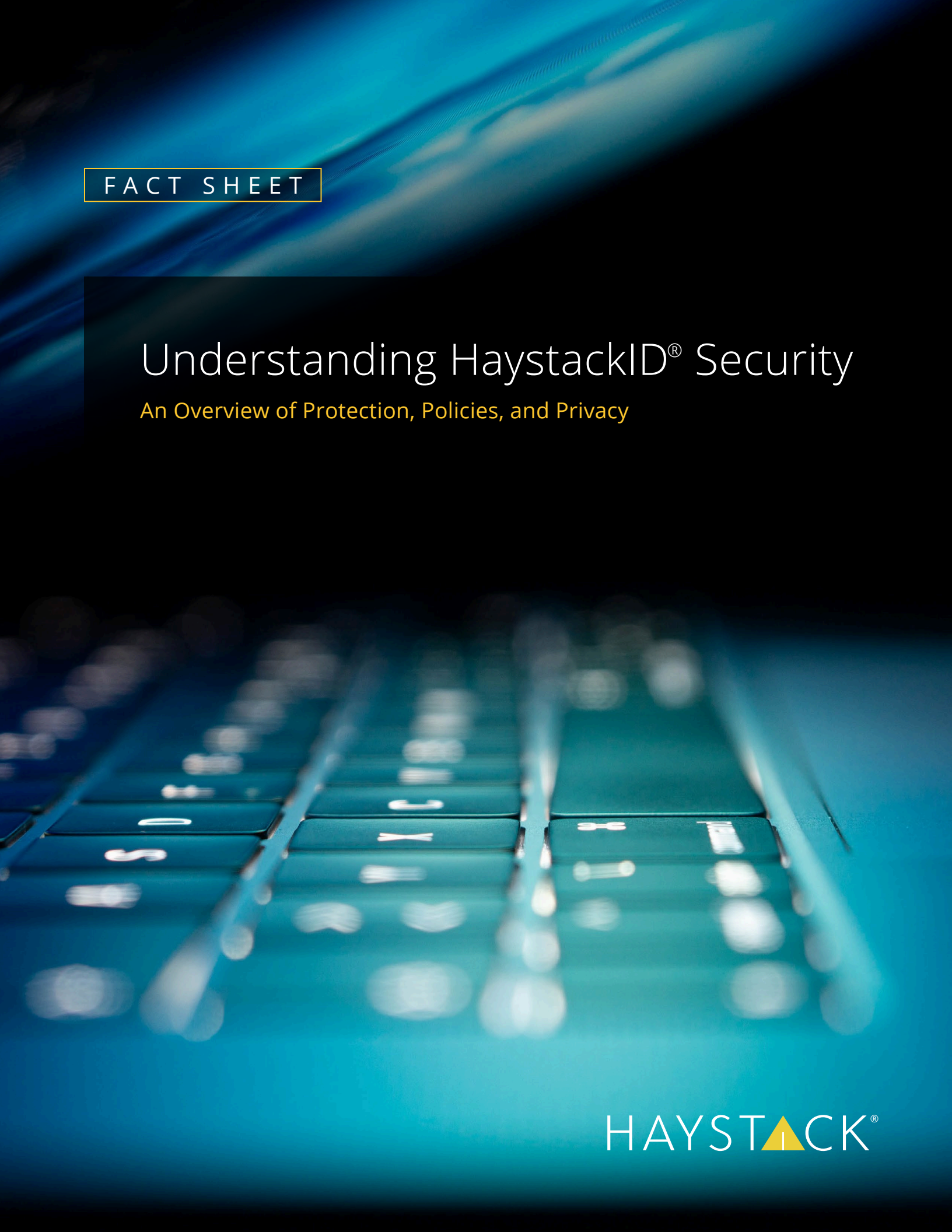
FACT SHEET

Understanding HaystackID® Security

An Overview of Protection, Policies, and Privacy



HAYSTACK®

HaystackID Security

HaystackID focuses on meeting customer needs while protecting the confidentiality, availability, and integrity of customer data through a three-fold information security approach. This approach includes physical security layers, network security layers, and security policy layers applied to both internal and external environments, including active and passive protection measures. This approach provides clients with trusted and reliable solutions so they can focus on eDiscovery without worrying about the security and privacy of electronically stored information. HaystackID employs a holistic physical security approach that ranges from employee qualifications and practices to data center access and equipment, and follows industry best practices and complies with certification and compliance audits to maintain the highest standards in data security. From an access management perspective, HaystackID follows strict protocols, regularly revises certificates, keys, and passwords, leverages multi-factor authentication and endpoint encryption, and supports critical network security features. HaystackID's security policies are developed and routinely tested to minimize risk and provide customers with confidence in all data security areas. Understanding security is important for Cyber Discovery, Information Governance, and eDiscovery professionals to ensure the protection of data throughout the information lifecycle.

HaystackID Security

One of HaystackID's primary focuses is to meet customer needs with offerings, processes, and protocols that protect the **confidentiality, availability,** and **integrity** of customer data. We do this through a three-fold information security approach that includes *physical security layers, network security layers, and security policy layers.* These layers of information security are applied to both internal and external environments and include both active and passive protection measures.

This information security approach is designed to provide our customers with trusted and reliable solutions so they can focus on the conduct of electronic discovery without having to divert focus to concerns on the security and privacy of electronically stored information. This approach has also been validated by certifications, attestations, and compliance audits.

As security is not an achievement, but an ongoing process, HaystackID is committed to maintaining and validating the highest standards from CEO to contractor to ensure our customers have peace of mind that their data is secure throughout the entire information lifecycle.

Certifications, Attestations, and Compliance Audits

- ISO 27001 Certified
- SOC 2 Type 2 Certified (Five Trust Service Areas)
- HIPAA and HIPAA HITECH Act Compliance
- PCI DSS Compliance
- General Data Protection Rule (GDPR) Adherence
- EU-US and Swiss-US Privacy Shield Certifications
- International Traffic in Arms Regulations (ITAR) Compliance
- ISO 14001 Compliance (Germany)
- ISO 9001 Compliance (Germany)

Physical Security: From Employees to the Enterprise

Employee and Contractor Physical Security

HaystackID employs a holistic physical security approach that ranges from employee qualifications and practices to data center access and equipment, all modeled on ISO 27000 standards.

HaystackID employs extensive background screening and other best practice Human Resource (HR) processes to ensure all company and contracted individuals are properly qualified and familiar with security policies and procedures and are routinely updated and evaluated on physical security requirements.

These updates and evaluations range from workspace audits to formal security training.

Employee and contractor security responsibilities remain valid after project completion or termination and are documented in our employee handbook.

Employee/Contractor Security Considerations

- Background Checks
- Non-Disclosure Agreements
- Conflict Checks
- Asset Management Controls
- Physical and Environment Security
- Access Control
- Information Security Incident Management

Enterprise Environments and Equipment

HaystackID currently operates out of multiple international locations with data centers on three continents. All HaystackID locations apply and monitor company security policies to ensure that only those qualified (employees, contractors, and visitors) to enter, access, and interact with customer data are able to access secure areas. These secure areas are locked and controlled through a combination of badged access controls, security cameras, and routine auditing to proactively prevent unauthorized access.

From a production environment perspective, data and equipment housed by HaystackID are located in one of our ten secure data centers. Our production sites reside in a dedicated and segregated portion of the data centers with additional physical security measures in place. All equipment resides in locked racks with limited IT personnel having access for on-site maintenance. Additionally, our data centers are designed to compartmentalize any potential combustion events and address such events with full fire detection and suppression systems. Also, regular inspections are conducted to ensure maintenance of physical protection of data center facilities from not only fires, but from floods, earthquakes, explosions, civil unrest, and other potential disasters (In Accordance With SSAE-16 (SOC1) Type 2 Compliance Requirements). Complementing this physical security layer are security policies that have been developed and are routinely tested to ensure no vulnerabilities exist on any level of our physical security structure. Additionally, removable media is only used in controlled areas and removable media is tracked, managed, and stored following IT asset management standards and procedures. Unusable and retired physical media is managed to customer specification to include data removal, data disablement (irrecoverable and inaccessible) and shredding by approved vendors.

U.S. Offices (4)

- Boston
- Chicago
- Minneapolis
- New York

International Offices (6)

- Dublin
- Dusseldorf
- London
- Munich
- Paris
- Shanghai

Worldwide Data Centers (4)

- Dublin
- Dusseldorf
- Minneapolis
- Washington, DC

Worldwide Review Centers (5)

- Boston
- Chicago
- Detroit
- Dublin
- Minneapolis

Network Security: From Endpoint to Encryption

HaystackID employs numerous levels of security to ensure all data is protected from unauthorized access. Security measures include hardware firewalls for the networks, and multiple layers of security have been implemented to secure data with file system security encoded into the application layer of our software applications. All network links between offices and data centers are secure Multi Protocol Virtual Private Network (MPLS-VPN) links maintaining no visibility from the public Internet.

HaystackID also employs three levels of security to protect hosted applications from unauthorized access. External access is controlled by an SSL VPN for each user. Access to applications is controlled by group policy. Moreover, a project manager in conjunction with the IT component of our operations team determines and manages case access. Additionally, HaystackID uses multiple monitoring servers to monitor all Internet lines, firewalls (all ports), routers, switches, and servers. Critical application servers are also monitored. These network security elements supported by our physical and policy layers of security help ensure the confidentiality, availability, and integrity of customer data. From an access management perspective, HaystackID follows strict protocol from accessing servers, storage, network configurations and data in all enterprise environments.

HaystackID follows industry best practices by regularly revising certificates, keys, and passwords. We also leverage multi-factor authentication and endpoint encryption to augment our need-to-know, role-based data access model.

HaystackID also provides industry best practice support of crucial network security features. Details on these critical security features can be provided as required by our Operations and IT Team security experts to support Requests for Information (RFI), Requests for Proposal (RFP), and Requests for Security Verification.

Industry Best Practice Support and Implementation Approaches

- Application Security Monitoring
- Business Continuity and Disaster Recovery
- Incident Management and Reporting
- Legal Compliance Monitoring (Privacy Shield/GDPR)
- Virus and Malware Protection
- Vulnerability Identification and Management (Including Penetration Testing)

Security Policies: Best Practices for Best Results

HaystackID security policies are developed and routinely tested to detect, identify, locate, report, and remedy any potential vulnerability in our physical and network security layers of our security structure. These policies are monitored and managed to minimize risk and provide customers confidence in all data security areas, from employee to enterprise and from endpoints to encryption.

Security Policies: Key Areas of Focus

- Chain of Custody Tracking and Management
- Disclosure of Data
- Information Collection, Usage, Storage, and Destruction
- Legal Basis for Processing Personal Data (GDPR)
- Personal Data Management
- Retention of Data
- Transfer of Data
- Security of Data

Learn More. Today.

Contact us today to learn more about our how our threefold approach to information security can ensure the confidentiality, availability, and integrity of your data.

About HaystackID®

HaystackID is a specialized eDiscovery services firm that supports law firms and corporate legal departments and has increased its offerings and expanded with five acquisitions since 2018. Its core offerings now include Global Advisory, Discovery Intelligence, HaystackID Core™, and artificial intelligence-enhanced Global Managed Review services powered by ReviewRight®. The company has achieved ISO 27001 compliance and completed a SOC 2 Type 2 audit for all five trust principles for the second year in a row. Repeatedly recognized as a trusted service provider by prestigious publishers such as Chambers, Gartner, IDC, and The National Law Journal, HaystackID implements innovative cyber discovery services, enterprise solutions, and legal discovery offerings to leading companies across North America and Europe, all while providing best-in-class customer service and prioritizing security, privacy, and integrity. For more information about its suite of services, including programs and solutions for unique legal enterprise needs, please visit HaystackID.com.