

# G F O R C E S

## GForces and compliance

### GForces information and data security Q&A

November 2018

# Document control

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## Document history

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Version	Comments	Changed by:	Date
0.1	Word document creation from website content	David Simmons	09.11.18

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As part of any businesses due diligence process for selecting a new service provider, information security and privacy is always near the top of the list of things to check. GForces has always been transparent about its endeavours to protect your data and information gathered within its NetDirector® suite of technologies and the below should help start the process.

## Certifications and registrations

Question	GForces response
What security certifications does GForces have?	ISO27001:2013 certificate number 215585 which can be validated <a href="#">here</a>
ICO Registration	Registration number Z2800235 which can be validated <a href="#">here</a>

## Systems and applications

Question	GForces response
Where are GForces data centres?	Data centres are located in; <ul style="list-style-type: none"> <li>• Dublin, Ireland</li> <li>• Sidney, Australia</li> <li>• Seoul, South Korea</li> <li>• Singapore, Republic of Singapore</li> <li>• Tokyo, Japan</li> <li>• Frankfurt, Germany</li> <li>• London, United Kingdom</li> </ul> <p>Which data centre is used will depend on the client's primary operations location.</p>
Is the data encrypted?	Yes, GForces encrypts all data at rest to AES-256 bit using Amazon Web Services (AWS) Key Management Service (KMS). Data in transit is encrypted using Transport Layer Security (TLS) versions 1.1 and 1.2 depending on the application and browsers supported.
Will the servers in the data centre be shared with non GForces clients?	No, all infrastructure is dedicated.

## Business continuity

Question	GForces response
Does GForces have a business continuity plan (BCP) that is reviewed, tested and updated at least annually?	Yes
How is business continuity managed in the cloud?	GForces uses high availability zones within its infrastructure to ensure that in the event of an incident, client's websites can continue to be served.
When was the BCP last tested?	July 2018

## Incident management and breach notification

Question	GForces response
Does GForces have a process for managing security incidents and data breaches?	Yes, GForces has an incident management policy which details GForces approach to the management of security and privacy incidents.
How soon will GForces notify you of a data breach?	We would notify you without delay.
Has GForces identified all supervisory authority in each country it operates?	Yes
Has GForces had a data breach in the last 12 months?	No

## Access control

Question	GForces response
Who at GForces has access to your data?	GForces operates a least privileged access policy and only the employees of GForces who need access will have access.
How often is user access reviewed?	User access is reviewed quarterly.
Is user access logged?	Yes, all user access is logged with automated alerting when suspicious activity is identified. Logs are retained for a period of 2 years.
Are logs protected from deletion or amendment?	Yes
What user authentication is used to access cloud databases?	With the exception of AWS, only GForces DevOPS engineers have privileged access. Various authentication methods are used including MFA and VPN.

## Physical and system security

Question	GForces response
Does GForces conduct Penetration testing or Vulnerability scanning at least annually on all networks and software applications?	Yes, vulnerability scans are done using static analysis tools every time code is modified. Full stack vulnerability scans are conducted annually on all software products. Pen tests are also conducted annually. We also allow clients to conduct independent pen tests and vulnerability scans.
What firewalls are in place to protect data against unauthorised access?	Web Application Firewall's ( <i>WAF</i> ) are enabled on servers. A firewall is enabled at all GForces sites for web access.
Do all hosting servers and devices used to access data have Anti-Virus protection?	Yes, GForces laptops and desktops use ESET Anti-Virus. Web applications use an anti-virus agent to scan uploaded files.
What physical security arrangements are in place to protect client data, including building access and physical server access.	All data centres are owned and operated by AWS. Physical security for our servers is managed by AWS. Physical security to GForces facilities is managed by GForces and third-party security companies with 24x7 monitoring.

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# Application development

Question	GForces response
What procedures do you have in place to ensure that acceptance criteria for new information systems, upgrades and versions are established and tests are performed prior to deployment?	We have a secure development policy. The development life cycle is; <ol style="list-style-type: none"> <li>1. Business Requirements</li> <li>2. Data Protection Impact Assessment</li> <li>3. Functional and Technical Specification</li> <li>4. Development</li> <li>5. First review and analysis</li> <li>6. QA</li> <li>7. Automated tests (<i>functional and security</i>)</li> <li>8. UAT</li> <li>9. Live</li> </ol>
Are there separate development, test, UAT and production environments?	Yes, we have separate environments for Development, System Testing, UAT and Production. No employee has access to all.
Is production data used in test or development environments?	GForces has a full suite of test data used for development and testing. Production data may be used to evaluate and diagnose a defect where the defect is a result of data in the production environment.

# Data retention and backup

Question	GForces response
For what period is data retained?	Data retention periods are defined in the 'Data Service Summaries' provided to all customers. Retention is different for each software product and service.
For what period is data stored in backups?	Data is backed up and stored for 14 days, after which it is permanently deleted.
Where are the data backups kept?	Backups are kept at the same data centre where the data resides, in an isolated environment from the raw data.