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## **GLOBAL RELAY'S SECURITY OVERVIEW**

Protecting your data is our business. In recognition of the privacy, confidentiality and security needs of its Customers, Resellers, Business Partners and employees, Global Relay deploys the highest industry standards of security. Industry best practices are used to ensure the safe, secure and accurate collection, processing and storage of our customer's data and to prevent unauthorized access, modification or disclosure. Millions of messages pass through our systems daily and we have never lost a single message, nor had a security breach to date.

### **Global Relay Data Centers**

- mirrored East Coast and West coast data centers in tier one MCI facilities
- physically secured with 24x7x365 uniformed guard service
- secure biometric and electronic card key access at Data Center entrances
- physical access to Data Centers limited solely to Global Relay employees whose duties require access
- closed circuit video surveillance cameras and alarm systems throughout Data Centers and building
- monitored from a secure control room accessible only to authorized personnel
- all environmental control systems monitored and controlled locally and remotely monitored
- fire suppression systems linked to a pre-action sprinkler system
- high sensitivity smoke detection systems
- redundant power utilizing uninterruptible power supplies (UPS)
- redundant 100mb MCI connectivity

### **Global Relay Systems**

- highly secure, reliable and scaleable IT infrastructures engineered by Hewlett Packard
- mirrored active/active firewalls to ensure that in the event of a failure data will remain secure
- mirrored active/active load balancers to ensure high system availability
- continually upgraded SUN operating systems ensuring performance at the highest level
- highly restricted access to customer data and stringent internal access procedures/authorizations
- systems monitored 24/7 by dedicated professionals to protect against unauthorized intrusion
- two factor Virtual-Private-Network (VPN) provides secure, remote monitoring
- system alerts for unusual activities
- performance of regular security reviews and monitoring of security logs for anomalies

### **Global Relay's Message Archiving Services**

- servers deliver messages to archive via a secure connection with username and password authentication
- Message Archiver access requires 128-bit secure browser
- all messages have dual encryption deploying NSA standard AES & RSA secure encryption algorithms
- users view messages via Secure Socket Layer (SSL 3.0) browser encryption technology ensuring the communication of data through the network is private and only seen by intended recipients
- archived messages remain encrypted at all times while in transit and stored and are only decrypted when an authorized user conducts a search via a secure web browser
- messages written to dedicated, tamperproof, non-erasable WORM (Write Once, Read Many) drives
- a copy of all data is maintained on a minimum of four storage systems simultaneously
- automated audit trails permanently log all access and actions in the Message Archiver
- all data backed up on our Storage Robot dedicated drive libraries in real time
- immediate ability to temporarily suspend access to Message Archiver in the event of a reasonable detection or perceived detection of suspicious activity or other security issues

## Legal Protection

- all employees are subject to backgrounds checks
- all employees must enter into confidentiality & non-disclosure agreements
- strict authorization protocols & logging for senior IT escalations for systems access on “as required” basis
- view our online Privacy Policy at: [www.globalrelay.com/privacy\\_policy.html](http://www.globalrelay.com/privacy_policy.html) to understand the collection, use and disclosure of customer information
- customer data is kept confidential in accordance with Services Terms & Conditions and data protection laws
- no third party contractors or agents are used in messaging services
- Data Centers are located out of the reach of *US Patriot Act* data demands
- due diligence by third party auditors are welcomed to validate Global Relay’s safety and control measures

## Conclusion

Our record speaks for itself. In seven years, our Data Centers have never had a security breach. With respect to our email & IM archiving and monitoring systems, we have never had a single incident of data or message loss.

Further information is available upon request.