



ethnio™

SECURITY INFORMATION

VERSION NO. 2
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OR GO TO ETHN.IO

1.0

OVERVIEW

Since its creation in 2005, we've evolved the security procedures and policies for Ethnio according to industry best practices. We understand that placing third-party JavaScript on your web site often involves security approval, and this document is intended to help you cover basic issues with getting Ethnio code approved and placed in your site.

WHAT YOU'LL FIND IN THIS DOCUMENT

- ▶ Business, legal, insurance, and contact information.
- ▶ Confidentiality terms
- ▶ Physical security
- ▶ Application security
- ▶ External audits
- ▶ User account administration
- ▶ SAS 70 audit report date

WHAT YOU WON'T

We don't disclose information that might assist a white or black hat in compromising ethnio in any way. This includes:

- ▶ Network diagrams
- ▶ System Development and Life Cycle (SDLC) process documents
- ▶ Results of SAS 70 audit report

The Basics

We will not use information gathered from you or Ethnio recruiting screeners in any way, except as described when you agreed to provide it. Furthermore, any other data or information you provide us (including images, email addresses, etc.) will otherwise be held in total confidence. We will never share your information with third parties for marketing purposes, and don't engage in cross-marketing or link-referral programs with other sites. If you have opted-in, we will send you updates and information on Ethnio occasionally, but you can always unsubscribe.

Data in Recruiting Screeners

Ethnio is a hosted usability service that allows our customers to create recruiting screeners, similar to web surveys. Our customers use our service to post Recruiting Screeners on a website, or send links to those screeners via email or other methods. We have no control over how Ethnio customers use the personal data submitted by users to their recruiting screeners, except if they violate the [Ethnio Customer Terms & Conditions](#), which basically state that they should only be using recruiting screeners for purposes related to usability or ethnographic research. If you suspect someone has violated these terms, please contact us. Screener Respondents may have any relationship to our customers, and Ethnio only acts as a Data Processor (a company that processes Personally Identifiable Information on behalf of a Data Controller) so that each Ethnio Customer acts as a Data Controller (a company that determines the purposes for

which and the means by which the Personally Identifiable Information is processed). To process information means to carry out an operation or set of operations on the information, such as collecting, recording, storing, disclosing, or organizing it. Information that Screener Respondents provide to Ethnio Customers passes through our service and resides on our servers, in the most secure manner adhering to industry guidelines. That information may be stored and processed in the United States or any other country in which Bolt | Peters or its affiliates, subsidiaries or agents maintain facilities.

The full list of privacy terms can be found here:

<http://ethnio.com/privacy>

2.0

PHYSICAL SECURITY



The data center runs a Cisco networking environment, and is staffed 24x7 by technicians who perform all our remote work (e.g. changing drives, memory or swapping servers). It's a SAS 70 Type II audited facility in a single-story, single-tenant building for enhanced control and security.

- Multiple layers of security & authentication; including card key, PIN, & biometric required for facility entrance
- Intrusion detection systems to prevent unauthorized electronic access
- Firewall management and monitoring services
- Full CCTV surveillance backed by digital recording on file for 90 days
- Remote hands to perform tape rotations and hardware swaps
- Constant management of all environmental systems (power, HVAC, fire, security and IDS)
- Remote monitoring of client equipment
- Locking cabinets and/or cages, Colo4 retains all keys
- Motion detection for lighting
- 30 inch raised floors
- 300 lbs/sq ft floor load
- Redundant HVAC with Liebert air handlers

- Each CRAC unit supported by independent roof mounted condenser
- Wind roof rating FM-90
- 11.1 MW of utility power
- 250 watts/sq ft
- Four (4) autonomous N+1 power plants delivering true A & B power supply
- Four (4) backup diesel generators on standby
- Generators tested bi-weekly and routinely run at full load
- Cabinet laid out for optimum airflow - hot and cold aisles separate exhaust and intake
- Solid cabling routed neatly overhead
- Ambient temperature of 70 degrees
- Pre-action dry pipe fire suppression
- Integrated smoke/heat detector system

3.0

APPLICATION SECURITY

The application uses encrypted passwords in a MYSQL database and does not give anyone access to passwords. There are no shared accounts, and Bolt | Peters does not have access to login credentials for any users. We can reset passwords but that's it.

We'll be adding more detailed information to this document soon. Hang in there and email info@ethn.io if you need more specifics!

MORE COMING SOON!

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