



SHAREBASE SECURITY QUICK FACTS

ShareBase: Deployed in the Hyland Cloud

When it comes to cloud deployments, experience matters. With experience comes more functionality, an established history of outstanding service levels, and most importantly for cloud-based sharing: security.

ShareBase by Hyland delivers that experience and security by utilizing the Hyland Cloud, a cloud developed specifically with enterprise content management (ECM) needs in mind. The Hyland Cloud was first deployed more than 10 years ago for Hyland's ECM product, OnBase. Over the years, Hyland has continued to pioneer innovative cloud-based solutions, including ShareBase.

The Hyland Cloud provides a full technical infrastructure that allows organizations to harness the power of Hyland's products – including ShareBase – with the security of our world-class hosting environments located in multiple locations around the globe.

The Hyland Cloud Provides:

- Stringent compliance with ISO 27001, SOC and Privacy Shield standards
- Physical and network security with multiple network layers separated by multiple firewalls
- Burstable bandwidth for maximum upload and download speed
- Three copy backup management spread across multiple physical locations
- Disaster recovery processes and delivery guarantees

Meeting Data Sovereignty

As our customer, you can choose your designated data center region in one of Hyland's worldwide data centers – typically the data center physically closest to you (but accommodating your preference if necessary). We have data centers in the United States, United Kingdom, Mexico and Australia.

Connecting Your Content with Your Users

The Hyland Cloud maintains access to the global IP backbone via dual access routers connected to multiple backbone nodes. Backend connectivity and network service facilities include asynchronous transfer mode (ATM), frame relay and circuit-switching. These capabilities provide high-speed internet access with burstable WAN bandwidth, ensuring your content is uploaded to ShareBase and put to use as quickly as possible.

An Environment Designed for Your Organization

The Hyland Cloud provides an environment designed specifically for Hyland's cloud solutions – including ShareBase – delivering high-availability and

high-performance sharing and collaboration in the cloud. Each ShareBase customer receives their own deployment with their own database; your ShareBase data is never co-mingled with other organizations' data. In addition, Hyland fully manages critical daily maintenance functions of all infrastructure, hardware and software associated with the environment. This all comes together to create a unique, secure and resilient cloud-based file sharing product.

Ensuring the Security of Our Data Centers

All data centers are equipped with industry-leading computer room environmental systems, including:

- Computer room air conditioning (CRAC) units
- Environmental monitoring system
- Fire detection units
- Fire suppression units
- Water detection system
- Raised floor
- Emergency power off (EPO) switches or equivalent procedures

These controls ensure that the hardware infrastructure running your ShareBase solution remains in optimum condition at all times, minimizing the potential for downtime due to equipment failure or environmental incidents.

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Certified to Keep Your Information Safe

Hyland customers entrust the handling of their vital business information and processes to the Hyland Cloud every day. In return, Hyland backs this trust with certifications and by undertaking audits of the associated data centers and processes. The Hyland Cloud meets the following certifications and audits:

ISO 27001

ISO 27001 is a globally recognized information security standard that tests an organization's information security risks, taking into account threats, vulnerabilities and impacts. It is considered a coherent and comprehensive suite of information security controls.

The Hyland Cloud data centers are ISO 27001 certified and meet the ISO 27001 standards, which serve as the basis for Hyland's security policies. ISO 27001 provides this assurance using numerous physical safeguards.

SOC

The SOC audit explores security and risk management for operations centers and data centers, using a standard set of criteria. This allows simple comparison between different cloud vendors' offerings. These standards – called the Trust Services Principles and Criteria – are established by the AICPA.

The Hyland Cloud and the associated data centers meet the Statements of Standards for Attestation Engagements No. 16 (SSAE16) standard. A globally recognized third party performs the audit, and the resulting report is available to customers upon request. Data centers are audited annually against SOC 1, SOC 2 and/or SOC 3 standards.

Privacy Shield

Hyland complies with the EU-US Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use and retention of personal information from European Union member countries. Hyland has certified that it adheres to the Privacy Shield Principles of Notice, Choice, Accountability for Onward Transfer, Security, Data Integrity and Purpose Limitation, Access, and Recourse, Enforcement and Liability.

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HIPAA

For organizations using ShareBase who must meet HIPAA compliance requirements, Hyland has the ability to sign HIPAA Business Associate Agreements (BAAs). ShareBase and the infrastructure it operates on provide a solution that includes:

- Data encryption in transit and at rest
- Audit tracking for all documents and folders
- Restricted physical access to production servers
- Strict logical system access controls
- Configurable administrative controls

Customers are responsible for configuring ShareBase in a HIPAA-compliant manner and for enforcing policies in their organizations to meet HIPAA compliance.

Hyland's Commitment to Security

How We Secure Our Data Centers

All Hyland Cloud data centers are staffed by security personnel and covered by surveillance cameras. Hyland limits physical access to pre-authorized staff and visitors, who are provided with access via multi-factor authentication that limits them to authorized areas only.

- Hardware is physically separated from any other hosting provided in the data center
- Hardware is physically secured using separate cages and locking cabinets
- Access to hardware is via multi-factor authentication
- Network infrastructure components and services such as routing, switching and bandwidth are monitored 24/7
- Certified engineers are available to resolve issues
- Automated network intrusion monitoring procedures operate 24/7

How We Secure Your Content

All ShareBase documents are stored in the Hyland Cloud and encrypted with a unique encryption key by customer deployment using a 256-bit AES key. For documents in transit, when the documents are requested from an at-rest position, they are decrypted by the ShareBase Web Server and then sent to the local user's session via SSL transmission. The ShareBase environment is protected by enterprise-class anti-virus software with up-to-date definitions. In addition, ShareBase customers are provided three copies of the data: two within the primary data center and one in a second data center in a different geographical location that serves as an additional back up.

How We Secure Your Support

There are more than 50 certified cloud experts who provide dedicated support for Hyland Cloud customers. Specializing in governance, risk and compliance, security, network, infrastructure and Hyland solutions, Global Cloud Services team members provide data center support 24 hours a day, seven days a week, 365 days a year. This team also undergoes security audits – independently of the data centers' audits – to ensure the strictest levels of confidentiality and data protection are maintained.

Learn more at ShareBase.com »