

Question	CCH Team
What is the security structure for protecting the data?	SSL certification encrypts all traffic to and from the website (like login information etc).
Will the data be encrypted?	<p>SSL certification encrypts all traffic to and from the website.</p> <p>Backup data is encrypted end to end.</p>
What backups occur?	<p>Backs occur every night, at midnight. Backups are retained for 30days.</p> <p>We are in the process of setting up an offsite DR backup that would be used in the case of total loss of the Auckland site.</p>
Is there an alternate location for the data? i.e. if one system is down how can we access the data if required while that system is down?	We are in the process of setting up an offsite DR backup that would be used in the case of total loss of the Auckland site.
Do you have cyber security / indemnity insurance?	Wolters Kluwer global has an indemnity insurance.
<p>Would we be informed if a security breach occurs that may affect client data?</p> <p>What is the process?</p>	<p>There is active Intrusion Detection present on the platform level.</p> <p>This means that when some process is potentially causing issues to servers in the cloud environment, Dimension Data will take measures to stop the process and inform us accordingly.</p>
Are you/Dimension Data signed up to the Institute of IT Professionals CloudCode?	Dimension Data is signed up to the Institute of IT Professionals CloudCode as a hosting provider.
Are you/Dimension Data regularly and independently audited?	<p>Dimension Data are audited annually by a reputable independent third party auditor.</p> <p>CCH are monitoring the backup success /failures of all servers in the cloud and taking actions when a backup is failing.</p>

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<p>Where the data is stored?</p> <p>Is data from other entities stored there also? If so, how is it isolated?</p>	<p>iTrust data is stored on a designated server in the Dimension Data facility in Auckland.</p> <p>CCH retains control of the data.</p> <p>Dimension Data does not have access to client data.</p>
<p>Who has capacity to access the data?</p> <p>Does anyone at Dimension Data or CCH have any ability to access the data?</p> <p>If so, for what purpose?</p> <p>And what controls are on those persons?</p>	<p>Only selected CCH Staff in the NZ office can grant access to a client database.</p> <p>The client can also grant access for support purposes by providing CCH Support with a login.</p> <p>The login can be deleted by the client once the support session is completed.</p> <p>All activity that takes place under the CCH Support Login will be captured in the activity log.</p> <p>All CCH employees are bound by a client confidentiality clause in their employment contracts.</p>
<p>What is the turnaround on requests to access data?</p>	<p>Your data will be available to you 24/7 with the exception of any major support incidents.</p> <p>Data can be exported into Excel/XML by the client at any time.</p>
<p>What happens on termination?</p> <p>How can we ensure all our data is completely removed from Dimension's/CCH's systems?</p>	<p>On termination the client will have the option to extract data as an export to excel or XML before the database is deleted.</p> <p>Once deleted the data cannot be recovered.</p> <p>Data in the backup will be deleted after 30days.</p>
<p>How do CCH and Dimension Data comply with international obligations such as EU or US requirements?</p>	<ul style="list-style-type: none"> <li>• ISO27001:2013</li> <li>• ISO27018</li> <li>• CSA STAR</li> <li>• SSAE 16 SOC1 Type II</li> </ul>

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<p>We would expect there to be an agreement between CCH and Dimension Data and also an agreement between us and CCH.</p>	<p>There is a Master Service Agreement for CaaS, BaaS, CPNC, Managed Hosting and CSFM, between WK and Dimension Data.</p> <p>Copy on file.</p>
<p>How are backups done?</p> <p>Is it in real time, if a server went down how many hours of work could they lose if the system was rolled back to the last backup?</p>	<p>Backups occur every night, at midnight. Backups are retained for 30days.</p> <p>The greatest period of data loss would be 1 day.</p>
<p>How do you/Dimension Data respond to a third party or government agency request for Client Data?</p>	<p>Data may be accessed and disclosed where it is required by applicable law, legal requirement, by a court or governmental agency.</p> <p>Prior to disclosure the client would be notified in writing.</p> <p>The client would be consulted throughout.</p> <p>Assurances would be sought that the disclosed client content will be treated confidentially by the authority or person to which it is disclosed.</p>
<p>What does your agreement with Dimension Data say will happen to our data if Dimension Data goes under?</p>	<p>The data would be moved to an alternate supplier.</p>
<p>If you decide to terminate your agreement with Dimension Data in any way will we be notified and what will happen to our data?</p>	<p>Our agreement with Dimension Data includes a Disengagement Plan.</p> <p>This process would take 6 – 12 months and our customers would be informed of any changes.</p>