

FORM.COM SECURITY FACT SHEET

Hosting & Infrastructure

- Form.com is hosted in a state-of-the-art, SSAE-16 compliant colocation provided by CenturyLink (formerly Savvis) in Massachusetts, USA.
- All servers are 100% owned and operated by WorldAPP, the provider of Form.com.
- WorldAPP does not enlist the services of any third-party cloud solutions and does not outsource any support for our production infrastructure.
- Our services leverage a three-tier architecture, with tiers separated both physically and logically.
- The architecture includes scalable load balancing with no SPFs (Single Points of Failure).

Data Security

Data Storage & Encryption

- In-transit data is encrypted via 256-bit TLS.
- Our servers store client data for the duration of an account and up to one year after it closes.
- Data may be deleted upon account termination by the owner's request.
- In the case of an unlikely technical failure, backup processes allow us to restore data availability and access in a timely manner.
- Customer data is segregated using unique user IDs.
- Encryption at rest using 256-bit AES is available by request for the data stored on servers.
- 256-bit at rest encryption is standard for data stored in mobile apps.

Authentication & Access Management

- Customer data resides securely on database servers behind multiple firewalls.
- Our staff may access Form.com customer accounts only if the account owner grants such access and only for the period the account owner specifies.
- Internal policies limit which employees may access customer accounts.
- All authentication activity is logged.

Backups

- WorldAPP performs daily, weekly, and monthly backups of the Form.com platform, which are stored on our servers for seven days, four weeks, and 12 months, respectively.
- On-site and off-site backups are available.
- Off-site backups are encrypted with PGP.

System Stability, Assessment & Monitoring

- All of our systems are monitored on a 24/7 basis by experienced technical professionals.
- Intrusion Detection System is in place to monitor and log suspicious network activity.
- We hold regular penetration tests on a quarterly basis.
- We enforce strong quality gates during the software development life cycle.
- Our clients are contractually guaranteed 99% uptime.

Form.com Security Policies, Compliance & Certification

- Form.com passes annual checks by TrustArc as part of WorldAPP's TRUSTe's Privacy Seal certification, signifying that our privacy statement and practices have been reviewed for compliance with the TRUSTe program.
- All employees undergo criminal background checks and reference checks.
- The Information Security policies in place are based on the requirements set forth by ISO 27001 standards.
- WorldAPP has implemented the required processes to ensure the Form.com platform is in [compliance with the GDPR](#):
 - We incorporated the data protection clauses of the GDPR into our contract templates.
 - We developed policies and procedures to address data subjects' requests.
 - We keep the data processing records required by the GDPR.
 - We appointed a Data Protection Officer to assure well-defined data protection control.
 - We appointed Designlogic Limited as an official representative of WorldAPP in the EU.
 - We conduct GDPR compliance training for the persons who are authorized to process personal data within the company.
 - We have a well-established mechanism of regular policies review to guarantee compliance with the data protection legislation.
 - We provide our customers with several options for safe and legitimate personal data transfer.

- We are constantly implementing additional technical and administrative measures to secure personal data.