Securex Information Security and privacy Landscape

Securex is committed to protecting the confidentiality, integrity and availability of our customers' information.

The Securex platform has been designed to include multiple layers of security to prevent or mitigate security threats and to meet the regulatory requirements and the expectations of our customers.

People

Chief Security Officer: The CSO is the owner of underlying document. All policy changes must be approved and signed by the CSO.

Privacy Officer: The CSO is assisted by the Privacy Officer. The PO is the contact person for all privacy –related issues. He also monitors the evolution in privacy regulations and organizes privacy awareness programs.

Internal Audit: the IA department of Securex monitors the respect of confidentiality clauses and regulates the access to confidential information.

Hiring process: all Securex personnel is screened by the HR Department during the hiring process. Each single employee and contractual partner signs a confidentiality clause.

Awareness and training: all Securex personnel are trained and educated on security and confidentiality policies. Any new employee or any new regulation leads to an update or a new training.

Physical and Environmental Security

Securex operates its systems in high-security data centers that meet ISAE 3402 standards. Securex data centers are designed to minimize the impact of disruptions to operations. They are physically secured to prevent intrusion, tampering and damage by using camera surveillance and personal electronic access badges. Data centers include redundant power, climate control, fire suppression and redundant network connectivity.

Logical and Network Security

Securex uses security architecture techniques, server hardening, firewalls, network monitoring, intrusion detection, data isolation and session control to protect customer systems and information. Transmissions to the Securex servers are AES 256bit-encrypted using SSL/TLS connections.

Development and Maintenance

Securex has a robust software development lifecycle that includes secure software development practices, secure design and coding, source-code control and quality testing. All software is kept up-to-date with the necessary security and maintenance updates.

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Please contact us at security@securex.eu for more information.

Disaster Recovery and Business Continuity

Securex has procedures and systems in place to backup data onsite and to an offsite location on a daily basis. Securex also has automated monitoring tools to detect and respond to disruptions, capacity issues and system failures. Next to that, all data are continuously replicated to our Disaster Recovery Center The validation of our Disaster Recovery Solution is yearly tested in a real life scenario.

Securex services are designed to deliver reliability, availability, and performance with a guaranteed 99% uptime.

Network Monitoring and Incident Response

Securex operations uses centralized log monitoring tools and systems to detect failures, anomalous activity as well as intrusions to the Securex network, resources and computer hosts. Securex has incident response procedures in place to investigate, isolate, disable or shut down suspicious activity when detected.

Authentication and Access

Securex requires authorized credentials for access to its network and services and uses appropriate network segmentation. Securex has implemented administrative and technical controls to authenticate individuals, ensure strong passwords, one-way password encryption and periodic review of access roles.

Data Retention and Return

Securex retains and protects customer data for the duration of the service agreement or longer when legally required. Upon request Securex will assist in returning data to the customer in industry standard format and remove remnants of the information. Securex policies ensure that remaining data is overwritten and physical media degaussed, shredded or otherwise destroyed.

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