INSPIRE

GDPR (General Data Protection Regulation)

Using INSPIREMAIL the Email Marketing application provided by Inspire Marketing & Design Limited

Version 1.0 – 16 10 2017

Contents

Operational Security

Dedicated security team

Our supplier has a dedicated information security team, responsible for securing the application, identifying vulnerabilities and responding to security events.

Data storage and processing locations

Data is stored in a US-based data centre. In addition, multiple data processing locations including USA, Australia and Germany are used. Fastly is used as an external content delivery network, which is used for content caching. Fastly’s locations are available here: https://www.fastly.com/network-map.

Security policies

Security guidelines with supporting procedures, have been aligned with the ISO 27001 standard. Security documentation is frequently reviewed and updated to reflect changes to processes made in response to newly identified threats, as well as a commitment to continuous improvement.

The NIST Cyber Security Framework is used to measure the ability to identify, protect, detect, respond and recover from security events.

Physical Security

Physical controls are designed to prevent unauthorized access to, or disclosure of, customer data.

Data centre controls

State of the art data centres and cloud providers are used. Data centres are monitored 24×7 for all aspects of operational security and performance. They are also equipped with state-of-the-art security such as biometrics, sensors for intrusion detection, keycards, and around-the-clock interior and exterior surveillance.

In addition, access is limited to authorized data centre personnel; no one can enter the production area without prior clearance and an appropriate escort. Every data centre employee undergoes background security checks.

Data centre compliance

The data centre provider is certified to the following compliance standards: HIPAA, PCI-DSS, SOC 1 Type 2, SOC 2 Type 2, ISO 27001 and FISMA/NIST.

The cloud provider has the following certifications: PCI-DSS, ISO 27001, SOC 1 / 2 / 3, IRAP, ISO 27018 and ISO 9001.

Application Security

The application has been designed with focus on security by leveraging OWASP-aligned security principles for software engineering, encryption technologies and security assurance.

Security testing

A combination of regular scheduled scans of our application, as well as penetration testing and bug bounty programs, ensure that every area of the application has undergone rigorous security testing.

Scheduled vulnerability assessment scans simulate a malicious user, while maintaining integrity and security of the application’s data and its availability.

Security controls

Data is never given, rented, or sold to anyone else, nor do we make use of it for any purpose other than to provide our services.

Each account’s data is stored within a unique identifier, which is used to retrieve data via the application or the API. Each request is authenticated and logged.

Secure code development

Industry best practices and standards such as OWASP and SANS are followed. Environments and databases for different stages of the application development are separated. Production data is not used in test and development environments.

Data encryption

To protect data, information is encrypted in transit by supporting TLS 1.0, 1.1 and 1.2. Data at rest is also encrypted using AES-256 encryption.

User access

Passwords storage and verification are based on a one-way encryption method, meaning passwords are stored using a strong salted hash. Email addresses are validated against a strong salted hash, stored along with the email.

The databases are further protected by access restrictions, and key information (including your password) is encrypted when stored. Data is either uploaded directly into the application using a web browser or uploaded via the API which uses secure transfer protocols.

Logging and cookie management

Cookies are used for user authentication. Session IDs are used to identify user connections. Those session IDs are contained in HTTPS-only cookies not available to JavaScript.

All key actions on the application are logged and audited, for instance whenever staff access an account for maintenance or support functions, such activities are logged so they can be referred to later.

Security Breach Response

We will notify you of any security breach within 72 hours and will provide all assistance and information reasonably requested by you. We will use reasonable endeavours to mitigate and, where possible, to remedy the effect of, any security breach in accordance with Operational Security, Physical Security and Application Security.

Security Measures

Security Measures are subject to technical progress and development and may be updated or modified from time to time provided that such updates and modifications do not result in the degradation of the overall security of the service.

Right of Erasure

Any user at any time can unsubscribe from the application. This moves them to an ‘unsubscribed’ list so they will not be sent an email again. When they unsubscribe they are unsubscribed from the entire client, not just the single list.

If a user contacts you directly to request their removal from all your data points you need to contact us and we will delete them from the application entirely.

Data Processing

By using the application you give us permission to access and control your data solely for use in the application.

Should you wish to stop using the application you should inform us in writing and we will agree a date on which your account will be terminated. This termination will include the deletion of all data including past emails, reports and all user data. After the set termination date you will not be able to access or recover anything associated with your account as it will no longer exist.

Data Protection Officer

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