



Link-Live Cloud Service Security Overview

NetAlly takes a multi-layered approach to ensuring customer satisfaction and trust. Secure data centers, disaster recovery, data backups, security assessments, strong encryption, around the clock monitoring, third party assessments, and industry best practices are all parts of Link-Live Cloud Service. Here are the security and encryption details:

- All data transmitted between customers and NetAlly network test solutions is encrypted.
- Browser connections are via SSL3 ensuring a secure connection between the customers and Link-Live.
- At rest, all customer data is stored in the Amazon AWS secure, highly available, multi-zoned cloud infrastructure, and is replicated to prevent data loss. It achieved ISO 27001 certification and validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). Customer data is backed up on an hourly, daily, weekly, and monthly basis and retained for 2 days, 7 days, 4 weeks, and 13 months respectively. If any customer data is corrupted or lost, our support team can be contacted for data recovery.
- Link-Live data is only removed through customer action. Deleting an organization will delete all data associated with the organization, including test results, screen shots, reports, etc. Personal identifiable information (PII) is deleted when a customer deletes his/her account.
- All authentication calls occur via 256-bit AES extended validation SSL encryption with Multi-factor authentication as an option.
- High-entropy password security using SHA-512 and HMAC hashing algorithms are used along with large, secure, randomly generated salts. Added computational complexity in hashing makes it cost prohibitive to breach even a single password.
- NetAlly works with a 3rd party to conduct periodic vulnerability scans of each release of Link-Live.
- NetAlly has a privacy policy: <https://www.netally.com/privacy/> . Users are requested to accept the policy when they log-in to Link-Live.
- Link-Live allows users to never store or display selective IP addresses of concern such as routers, switches, and network services.

For more details on security at Amazon AWS please refer <http://aws.amazon.com/security/>