

# ShipServ – Information Security

ShipServ uses leading systems, robust safeguards, and management procedures to ensure your data is handled in a reliable and confidential manner. We answer below the most commonly asked questions about security and safety.



## Data Sheet : Information Security

### Frequently-asked Questions

#### Can my data be lost? What prevents the system being unavailable?

We minimize these risks using the following:

- Industry-leading secure data centres for our servers;
- Multiple data centres - in Europe, and in the U.S.
- Near-realtime sync of trading data from primary to backup data centre;
- Multiple Internet connections ensuring reliable communications;
- Enterprise brand hardware (HP servers) and software (Oracle);
- Servers with mirrored (RAID0+1) hot-swappable hard drives and dual power supplies;
- 'n+1 redundancy' such that the system can continue operating even after failure of a component;
- Daily backups to a secure off-site facility.

#### Can another user (buyer or supplier) access my data (e.g. my prices)? Or can an outsider hack into and destroy or damage my data?

We minimize these risks as follows:

- The ShipServ website is scanned daily for known security vulnerabilities by an industry-leading web-application scanner;
- ShipServ systems are checked regularly by our development team for internal security vulnerabilities;
- ShipServ systems' infrastructure, including firewalls, is regularly updated with the latest vendor patches and updates;
- Access to user applications requires a user ID and password, which can be changed at any time (with proper verification of the user

authority to request such changes);

- Access to user applications is protected by SSL (Secure Sockets Layer) encryption technology, to protect passwords and data while in transit via the Internet. ShipServ also offers enhanced security features that permit customers to configure security settings to the level they deem necessary.

#### What can ShipServ do with my data?

Our access to your data is controlled as follows:

- All physical and electronic access to ShipServ systems infrastructure is controlled by a Security Coordinator;
- Access policy for customer data is subject to management controls, which restrict access to specific individuals, and only for specifically authorized purposes such as reporting or troubleshooting.
- ShipServ has a Commercial Confidentiality Policy (as part of our General Terms & Conditions), which sets out the use which ShipServ may make of the data. See [www.shipserv.com/generalterms](http://www.shipserv.com/generalterms)

#### If I unsubscribe from ShipServ, can I request that my data be deleted?

No, since 'your' data is also that of your business partners, who are still using ShipServ – we only keep one copy of each transaction's contents. However your data will continue to be protected by the same controls as outlined in this document, the ShipServ Commercial Confidentiality Policy and/or your User Agreement.

#### What security standards does ShipServ comply with?

ShipServ aims to comply with ISO27001 and the SAS70 Type II

audit standard for Service Organizations - these cover the following areas:

**Logical security:** Controls provide assurance that logical access to ShipServ production systems and data is restricted to authorized individuals.

**Privacy:** Controls provide assurance that ShipServ has implemented policies and procedures addressing the privacy of customer data.

**Data center physical security:** Controls provide assurance that the data centers which house ShipServ TradeNet data and corporate offices are protected.

**Incident management and availability:** Controls provide assurance that ShipServ systems are redundant and that incidents are properly reported, responded to, and recorded.

**Change management:** Controls provide assurance that development of and changes to ShipServ applications undergo adequate testing and code review prior to release into production.

**Organization and administration:** Controls provide assurance that management provides the infrastructure and mechanisms to track and communicate initiatives within the company that impact ShipServ applications.

#### What is the reliability record of the system?

'Uptime' for 2009-2010 was 99.94%. This represents less than 6 hours of unscheduled service failure over the course of the year.