



doDOC Corporation

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Security Overview

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3 Security Overview

doDOC is powered by a smart cloud platform and uses high-level security standards. The practices and processes followed by doDOC when handling your information include, but are not limited to encryption, auditing, logging, backups and data safeguards.

The responsibility and privilege of protecting your identity and scientific information is our first priority. And to honor this privilege, doDOC follows ISO 27001 and 21 CFR Part 11 standards of information security management, data handling and software development to ensure the highest grades of quality and security in our system. doDOC follows and complies with regulations for collection, use and retention of personal data as specified by the U.S. Department of Commerce Safe Harbor as well as by the European Commission, Directorate-General Justice, Directorate C: Fundamental Rights and Union Citizenship, Unit C.3: Data Protection.

1.1. Security Assurance Program

Our Security Assurance Program considers every aspect that makes your business safe, and stays up to date with the evolution of the international standards in this matter. doDOC's Security Assurance Program allows us to deliver world-class content security to our customers, including confidentiality, integrity, availability, authenticity and traceability.

1.1.1. Data Security

The following processes ensure that information is always safe and retrievable, and that downtimes never affect your business:

- Your information is stored within doDOC in databases and files. If you request it, all the information can be encrypted at rest;
- Your information is often backed up. If you request it, all these backups can also be encrypted with the same degree of security;
- Your login information is encrypted and transits the Internet until our cloud through a Secure Socket Layer encryption protocol that ensures that no one will ever be able to capture packages and read your password from them;

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- doDOC protects your information at the application level with the most recent standards for encryption.

1.1.2. Organizational Security

Our people, including a dedicated Security Engineering Group, prioritize and drive security assurance within doDOC.

- From internal policies to product development, all business processes at doDOC consider the security of our solution as top priority;
- The doDOC platform, extending from the physical infrastructure to the nodes of data transmission, is subject to security scrutiny by quality, security and regulatory experts;
- To ensure the level of security our customers expect and deserve, periodic tests and consultancies are done, which reinforces our security measures;
- We have strict company policies to make sure that doDOC employees do not have access to your private information;
- We never share your information with anyone, under any circumstances, unless law enforcement;
- Our entire engineering, IT and support teams are specifically trained in security, confidentiality and integrity of sensitive information, with regular periodic training practices.

1.1.3. Server Security

doDOC uses cloud services provided by third parties such as Amazon Web Services and Azure. When in those cloud providers, data are stored in highly secure data centers, which use state-of-the-art electronic surveillance and multi-factor access control systems. Data centers are monitored 24/7 by trained security guards and their access is authorized strictly on a least privileged basis.

doDOC implements the following controls to ensure security and performance:

- Comprehensive audit trail for actions and events that involve a person and/or an information entity within doDOC;
- Comprehensive log of errors, warnings, attack attempts, and system load, with

the possibility of defining with the customer an automatic elastic reaction to handle these situations and ensure optimal service, as well as a complete source of information to track performance and security;

- High level of encryption;