

Security

Security and Privacy Are at the Core of Planning and Delivering Our Technology

CLOUD AND APP SECURITY

goMoxie Cloud Services uses a multi-layered approach to protect our customer’s data and constantly monitors and improves applications, systems, and processes to meet the growing demands and challenges of security. goMoxie has earned the trust of our customers around the world.

SUMMARY

Certifications

goMoxie invests in ensuring the security of goMoxie’s data and the data customers have entrusted to our care.

Cloud Services

goMoxie has extensive experience in delivering Cloud services and understands the security implications needed to deliver a better service.

GDPR Compliance

goMoxie is committed to supporting our customer’s GDPR compliance efforts.

Applications

We are committed to having a comprehensive Secure Software Development Life Cycle.

Data Centers

goMoxie Cloud Services are co-located in top-tier privately-managed data centers in the US and Europe.

CERTIFICATIONS

goMoxie takes information security very seriously, as is evidenced by the investments in technology, personnel and other resources dedicated to ensuring the security of goMoxie’s data as well as the data customers have entrusted to our care.



- **ISO27001**
goMoxie is ISO 27001-2013 certified providing customers the highest assurance of corporate security. We meet international standards for Information Security Management System. [View Certificate Here](#)
- **SSAE 16 SOC TYPE 2**
All goMoxie Data Centers are fully compliant to SSAE 16 SOC Type 2 - reporting requirements defined by the American Institute of Certified Public Accountants (AICPA).
- **HIPAA THROUGH BAA (BUSINESS ASSOCIATE AGREEMENT)**
Customers from the healthcare Industry need to comply with HIPAA. goMoxie provides a hosting environment that is suitable in helping our customers to meet the requirements of HIPAA Business Associates (BA) compliance for encryption stored and transmitted data, additionally there are security measures that can be set in our software to protect healthcare data.
- **GEOGRAPHICAL COMPLIANCE**
Cyber Essentials: goMoxie holds UK Government sponsored Cyber Essentials certification, a government-backed, industry supported scheme to help organizations protect themselves against common cyber attacks
- **PCI DSS 3.2**
goMoxie is PCI Level I certified and offers premium service options which comply with the Payment Card Industry’s Data Security Standard (PCI DSS) 3.2 for secure communication layers.

CLOUD SERVICES

The goMoxie team has extensive experience in delivering cloud services, and a fully comprehensive understanding of the security implications of managing the cloud model. Our Cloud services are designed to deliver better service and meet the highest standards of security.

PHYSICAL

- Checkpoints for access
- 24x7x365 security guards and video surveillance
- Only an authorized person can access goMoxie physical environment

PREVENTION

- Servers are “hardened” to best practice levels to reduce vulnerabilities
- Only required ports are opened to the internet reducing the points of entry
- High availability virtualization minimizes downtime and impact
- All systems are protected with Antivirus Software
- Intrusion Detection Systems detect malicious behavior and notify Moxie Cloud Services team
- Network communication from the corporate offices is protected by firewalls

ACCESS CONTROL

- Strong Security Architecture to prevent unauthorized access provides confidence in the safety of your data
- Network access to systems is limited to goMoxie Cloud Services staff and partial read-only access by support & professional services
- Network communication from the corporate offices is protected by firewalls

LOGICAL

- Firewalls and IDS devices allow only necessary traffic and detect hostile activity and auto block threats
- No outside access to our Databases or Backend systems
- Encryption options are available for data in flight and data at rest

SINGLE SIGN ON

- goMoxie can support integration with a variety of identity solutions including SAML

SECURE APPLICATION DEVELOPMENT

goMoxie’s endeavor is to provide the customer with the best and most secure application. As part of this process, goMoxie is committed to having a comprehensive SSDLC (Secure Software Development Life Cycle). Software application development is based on industry best practices including as OWASP and PCI DSS. goMoxie incorporates information security throughout the software development life cycle.

CHARACTERISTICS

- **Vulnerability tests are performed using industry leading 3rd-party tools**
- **Dynamic and Static Code Analyses are completed at various stages to uncover security vulnerabilities. Code reviews are performed at various stages in the development life cycle including peer reviews and automatic code analysis using various tools.**
- **Training & Awareness: All development staff are required to maintain a level of competency in current best practice secure development techniques.**

PHYSICAL DATA CENTERS

goMoxie Cloud Services is co-located in two dedicated top-tier data centers in both the United States and Europe. This enables goMoxie to have a privately managed Cloud with all the servers and storage owned and run by its infrastructure division. goMoxie Data Centers all meet SAE 16 and ISO 27001 Security Standards ensuring your data is located in the safest possible place including:

ACCESS CONTROL AND PHYSICAL SECURITY

- Dedicated concrete-walled data center rooms
- Computing equipment in locked cabinets
- Video surveillance throughout facility and perimeter
- Building engineered for local seismic, storm, fire detection and flood risks
- Tracking of asset removal

POWER

- Redundant (N+1) CPS/UPS systems
- Redundant (N+1) power distribution units (PDUs)
- Redundant (N+1) diesel generators with on-site diesel fuel storage

NETWORK PROTECTION

- goMoxie uses industry leading firewalls
- Perimeter firewalls and edge routers block unused protocols
- Internal firewalls segregate traffic between the application and database tiers
- Intrusion detection sensors throughout the internal network report events to a security event management system for logging, alerts, and reports

INTERNAL AND THIRD-PARTY TESTING AND ASSESSMENTS

goMoxie does various proactive testing to ensure goMoxie Cloud Services is secure.

- Test code for security vulnerabilities before release
- Application vulnerability threat assessments
- Network vulnerability threat assessments
- Selected penetration testing and code review
- Security control framework review and testing

BACKUPS

- All backups are done to the latest backup technology on hard drives
- The backups are stored locally and copied remotely whilst being encrypted

ENVIRONMENTAL CONTROLS

- Humidity and temperature control
- Redundant (N+1) cooling system

WHITELISTING THE CUSTOMER

- goMoxie has various methods of whitelisting our customers to meet specifications and needs

SECURE TRANSMISSION AND SESSIONS

- Connect to goMoxie Cloud Services via 2048-bit encryption TLS (optional)
- A dedicated secure VPN is available for customers who need extra protection
- Dedicated MPLS networks are available for high risk customers

DISASTER RECOVERY

- goMoxie Cloud Services has active disaster recovery data centers in the United States and Europe
- If you opt for DR the RTO is 4 hrs RPO is 2 hrs
- Disaster recovery tests verify projected recovery times and the integrity of customer data

SECURITY MONITORING

- Our information security department monitors notifications from various sources and alerts from internal systems to identify and manage threats

DENIAL OF SERVICE PROTECTION IS AVAILABLE

- goMoxie Cloud Services has a dedicated service available to protect customers
- goMoxie has DNS DDos protection

ANTI-VIRUS PROTECTION AND PATCH PROTECTION

- goMoxie runs state of the art anti virus and email spam filtering for customers using Channels Email
- The security software will automatically screen customers from Microsoft security alerts

GDPR AND CCPA COMPLIANCE

goMoxie is committed to supporting our customers' GDPR and CCPA compliance efforts.

OVERVIEW

The General Data Protection Regulation (GDPR) helps protect and ensure the privacy rights of European Union (EU) citizens. The GDPR replaces the 1995 Data Protection Directive and aims to harmonize data privacy laws across Europe, while expanding the rights and empowerment of individuals in regard to the control of their personal information.

The California Consumer Privacy Act (CCPA) helps protect the privacy rights of consumers within the state of California and creates new requirements with respect to the use, management, security and processing of consumer personal information.

COMPLIANCE

goMoxie takes information security very seriously, as is evidenced by our investments in technology, personnel and other resources dedicated to ensuring the security of the data customers entrust to our care. You can find out more about our security policies and certifications here.

goMoxie's security practices, controls and accreditations enable Moxie and its services to meet the requirements of GDPR and the requirements of CCPA. As part of goMoxie's own GDPR and CCPA compliance efforts, we have taken the following actions:

- Conducted internal privacy assessments and data mapping to determine how our applications, models and resources utilize and process personal information;
- Analyzed goMoxie's data security standards and processes and updated them as necessary to comply with GDPR and CCPA requirements;
- Built processes to execute data subject requests and rights in an expedient and accurate manner;
- Updated our notices, privacy policies, and other relevant documents and information to ensure data subjects and controllers (customers) can contact us as necessary with respect to GDPR and CCPA covered matters;
- Updated our incident management controls to satisfy the GDPR and CCPA requirements for breach handling and notification; and
- Reviewed our contracts with sub-processors and ensure they meet the requirements imposed by GDPR and CCPA.

goMoxie continues to monitor the guidance issued by governing regulatory bodies to ensure that we remain abreast with the most recent developments pertaining to GDPR and CCPA.



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