



GiftWrap 4.0
Security FAQ

The information presented here is current as of the date of this document, and may change from time-to-time, in order to reflect PG Calc's ongoing efforts to maintain the highest levels of system and data security possible.

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INTRODUCTION

PG Calc is excited to announce the upcoming 2010 release of GiftWrap 4.0, a new Web-based version of our industry-leading gift administration software. PG Calc acknowledges that the data contained in the GiftWrap database is extremely sensitive and confidential. PG Calc wants all of its customers to know that GiftWrap 4.0 was designed with security in mind, and incorporates the safeguards necessary to ensure the integrity and safety of your data.

This document contains the most frequently asked questions regarding the in-depth security of GiftWrap 4.0, addressing such concerns as data security, disaster recovery, and more.

1 IS MY DATA SECURE ON THE GIFTWRAP 4.0 PLATFORM?

The short answer is an unqualified YES. GiftWrap 4.0 has been designed with an inherently secure architecture, and offers a multi-level approach to ensuring data security.

First, the application is built in layers, the most abstracted of which is the data layer, which has direct access to the data. This means that user queries or requests must go through multiple layers incorporating multiple security features before data is accessed. Some of these security features include the following:

- Base pages are implemented that authorize page-level access for each Web request
- All Web requests are encrypted using RSA encryption
- User entered data is checked in each instance for malicious script insertion
- Parameterized stored procedures and input parameter validation are used to protect against SQL injection
- The GiftWrap database server is behind a firewall and is not able to be accessed directly from the Internet

Second, GiftWrap 4.0 has two levels of data encryption, providing a strong deterrent against unauthorized access to GiftWrap data. The entire database is encrypted using Microsoft's Transparent Data Encryption, making GiftWrap database files unintelligible to an unauthorized person. In addition, selected fields are encrypted within the GiftWrap database, including social security number and date of birth fields. This field-level encryption makes sensitive information unable to be viewed outside the GiftWrap application, even by staff with authorized access to the database. The keys used for database encryption are industry standard strength. In the unlikely event that an unauthorized person obtains access to the GiftWrap database files, he or she would have to discover and decrypt an encryption key to allow SQL server to communicate with the database. Assuming the successful decryption of this initial encryption key, the intruder would need to decrypt yet another encryption key to view sensitive data fields such as social security number or date of birth. Because the possible key permutations number in the hundreds of millions, the decryption and discovery of these keys is virtually impossible without a high level of expertise and the resources of thousands of supercomputers.

Third, GiftWrap supports both an application and a system administration database. The application database contains and manages your data, while the system administration

database supports the GiftWrap system administration application. This system administration database contains information about GiftWrap clients, information that must be verified in order for you to login to the GiftWrap application. The application database then verifies and validates your login credentials. By distributing the login process across two databases, we create a virtual firewall between the outside world and your data.

Finally, GiftWrap 4.0 supports both user and role based access control. GiftWrap 4.0 controls access to charity data with user-based control. GiftWrap 4.0 controls access to application functionality using role-based control. The resulting two-level access control model allows you to create authorized users whose access to application functionality and to your data is strictly limited by you. Role and user based access allows you the flexibility to create an access control model that conforms to your workflow and operating policies, and ensures data access that is secure and meets your operational requirements.

The combination of these security features, as well as hosting, network and physical security discussed below, ensures that your data will be secure when hosted on the PG Calc GiftWrap platform.

2 IS THE GIFTWRAP 4.0 HOSTING ENVIRONMENT SECURE?

PG Calc makes GiftWrap 4.0 available to you as a Web-based application. This means you can access GiftWrap 4.0 using a Web browser anytime and anywhere, as long as you have Internet access. In order to provide this on-demand access, we have partnered with Rackspace, the world's leader in hosting and cloud computing, which provides PG Calc and its clients with best-in-class, SAS 70 Type II audited, state-of-the-art hosting infrastructure services, including industry-leading security services. The GiftWrap hosting environment includes physical security, network security, infrastructure and application environment operational security, and virus protection, as described below:

- Physical Security
 - Data center access is limited to Rackspace data center technicians
 - Biometric scanning is used for controlled data center access
 - Security camera monitor at all data center locations
 - 24x7 onsite staff provides additional protection against unauthorized entry
 - Data center facilities are unmarked to help maintain a low profile
 - Physical security measures are audited by an independent firm
- Network and System Security
 - Systems are installed using hardened, patched OS
 - System patching is configured to provide ongoing protection from exploits
 - Dedicated Pix firewall and VPN services are used to help block unauthorized system access
 - Data protection is provided with managed data and application backup
 - Distributed Denial of Service (DDoS) mitigation services based on the proprietary Rackspace PreventTier™ system are implemented
- Infrastructure Operational Security
 - ISO17799-based policies and procedures are implemented and regularly reviewed as part of an ongoing SAS70 Type II audit process

- All data center employees are trained on documented information security and privacy procedures
 - Access to confidential information by data center staff is restricted to authorized personnel only, according to documented processes – Note that GiftWrap customer data is fully encrypted and not accessible by data center personnel
 - Systems access is logged and tracked for auditing purposes
 - Secure document-destruction policies are followed by data center staff for all sensitive information
 - Fully documented change-management procedures are in place
 - Independently audited disaster recovery and business continuity plans are in place for Rackspace headquarters and support services
- Application Environment Operational Security
 - Best practices are used by data center staff in the random generation of system passwords
 - All system passwords are encrypted during transmission and while in storage
 - Secure media handling and destruction procedures are used by data center staff for all customer data
 - Data center support-ticket history is available for review
- Anti-Virus Protection by Sophos
 - Provides proactive, sustained protection against viruses, worms, Trojans, spyware and other malware in one solution
 - Uses Behavioral Genotype Protection™ to provide zero-day protection by proactively identifying malicious code on file servers and deleting it before it executes
 - Provides 24x7x365 protection by SophosLabs, Sophos' global network threat analysis centers
 - Can be automatically updated as frequently as every five minutes or on demand
 - Includes a quarantine manager that allows PG Calc to delete or disinfect infected files

3 WHAT KIND OF CONTINUITY OF OPERATION MEASURES ARE IN PLACE?

The security of your data, both during the migration process from GiftWrap 3.6 and on an ongoing basis, is of paramount importance to PG Calc. To ensure the integrity of your data, PGCalc hosts GiftWrap 4.0 systems in one of Rackspace's sophisticated, high-capacity data centers with state of the art monitoring, redundant power, comprehensive physical security, continuous network availability, and unparalleled support. Additional GiftWrap 4.0 hosting center characteristics are as follows:

- The GiftWrap data center's HVAC (Heating Ventilation Air Conditioning) system is N+1 redundant. This ensures that a duplicate system immediately comes online should there be an HVAC system failure.
- Every 90 seconds, all the air in the GiftWrap data center is circulated and filtered to remove dust and contaminants.
- Advanced fire suppression systems are designed to stop fires from spreading in the unlikely event one should occur.

- Should a total utility power outage ever occur, the GiftWrap data center's power systems are designed to run uninterrupted, with every server receiving conditioned UPS (Uninterruptible Power Supply) power.
- The GiftWrap data center's UPS power subsystem is N+1 redundant, with instantaneous failover if the primary UPS fails.
- If an extended utility power outage occurs, routinely tested, on-site diesel generators can run indefinitely.
- Fully redundant, enterprise-class routing equipment is used in the GiftWrap data center.
- Fiber carriers enter the GiftWrap data center at disparate points to guard against service failure.

4 WHAT DISASTER RECOVERY PLANS ARE IN PLACE FOR GIFTWRAP 4.0?

GiftWrap 4.0 and the GiftWrap system administration applications and databases are protected against disaster through a well-defined, comprehensive disaster recovery plan.

The first level of disaster recovery comprises a backup GiftWrap server configuration that is geographically distant from our production servers. The back-up servers are configured to mirror the production systems in every detail. These systems are maintained in an operational state, are tested monthly and are monitored just as are the GiftWrap production servers. The backup application server is updated and tested each time the production application server is updated. All GiftWrap production database transactions are automatically captured on an hourly basis and transferred to the backup database server, where the backup GiftWrap database is brought up to date. As a result, the disaster recovery backup server will never be more than an hour out of date with respect to your data. In the event of a disaster, in which the GiftWrap data center is no longer available, the backup GiftWrap servers become operational and function as the GiftWrap production servers. An automatic transfer of the GiftWrap application server Internet address takes place, making the backup GiftWrap servers available to you within hours. This transition will be seamless to all GiftWrap users. You will not need to change anything about the way you access the GiftWrap 4.0 application.

The second level of disaster recovery is provided through a managed backup program that comprises weekly full backups and daily incremental backups of all modified files and directories on the GiftWrap servers. With this strategy, a full backup of all files and directories is performed one day a week. Each of the remaining six days thereafter, an incremental backup is performed on the same set of files and directories. Backup tapes are kept on site for two weeks and then moved to an offsite location, geographically distant from GiftWrap production and backup data centers, for another four weeks. In this additional way, your data are protected even in the event of a data center disaster.

5 IS MY DATA SECURE AS IT TRAVELS OVER THE INTERNET?

All GiftWrap data is transmitted securely over the Internet using strong, industry standard Secure Socket Layer (SSL) encryption. SSL encryption is used to secure data transmission in a variety of applications, including online credit card purchases, and is typically identified by the "padlock" icon on your browser. When applied to GiftWrap 4.0, SSL encryption establishes a private communication channel over the Internet enabling encryption of

GiftWrap data, and ensuring that your data is secure as it is transmitted between your browser and the GiftWrap 4.0 servers.

6 CAN I GET A COPY OF MY DATA?

GiftWrap 4.0 provides you with multiple methods of accessing your data. First, GiftWrap provides a data export function in the Utilities menu that allows you to export your charity data. This function allows you to select all or specific database tables for export to individual CSV format files. These files can be viewed in Microsoft Excel and can be uploaded to all leading database management systems. Further details on the structure of GiftWrap data tables and their relations are provided in the GiftWrap 4.0 Help system.

Second, you may export the data from your charity in a format that is readable specifically by the GiftWrap application. This function is available under the Charity Setup screen and can be used to transfer charity data from one GiftWrap database to another, or to a new client within a GiftWrap database.

Finally, you may export the raw data for any GiftWrap report, in both flat and hierarchical format, to a CSV format file. This feature allows you to export report data to any application that can import a CSV file. In addition, you can choose to export GiftWrap reports in alternate formats, including:

- Crystal Reports (RPT)
- Adobe Acrobat (PDF)
- Microsoft Word
- Microsoft Excel
- Rich Text Format