



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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1 INTRODUCTION

GiftWrap 4.0, PG Calc's industry-leading gift administration system, provides you with the tools, calculations, reporting and data management necessary for successful planned gift program administration. PG Calc acknowledges that the data contained in the GiftWrap database is extremely sensitive and confidential and PG Calc wants all of its customers to know that GiftWrap 4.0 was designed with security in mind, incorporating 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.

2 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

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 unusable on an unauthorized computer. 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 than 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.

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. Users obtain access to the application only with a valid clientname and username, and password. Passwords must be a minimum of 8 characters in length, and must include both alpha and numeric characters. Users are required to change their system generated passwords upon initial login. By default users must change their passwords every sixty days and passwords cannot be reused for 180 days.

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.

GiftWrap customers have control over access to their data and all user accounts. Once GiftWrap service has been provisioned for a customer, PG Calc staff does not have access to customer data. For troubleshooting purposes, customers may choose to give PG Calc permission to access their data, either by provisioning a user account for PG Calc's temporary use, or by allowing PG Calc support staff to access the customer's data directly. However, PG Calc does not have access to customer data without direct permission from the customer.

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.

3 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 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 at the network perimeter
- 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’s 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

4 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. As such, we have selected Rackspace, one of the nation’s top web hosting providers, to host GiftWrap 4.0 systems. Rackspace maintains a sophisticated, high-capacity infrastructure with state of the art monitoring, redundant power, comprehensive physical security, continuous network

availability, and unparalleled support. Rackspace has full SAS 70 Type II certification and works with many major financial institutions.

- 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.

5 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 and managed by a different hosting vendor. The back-up servers are configured to mirror the production systems. These systems are maintained in an operational state, are tested and are monitored just as our production servers. The backup application server is updated each time the production application server is updated. The production and backup GiftWrap databases are synchronized in real time. That means that all GiftWrap production database transactions are automatically captured and transferred to the backup database server in real time, where the backup GiftWrap database is brought up to date. As a result, the disaster recovery backup server will always be current with respect to your data. In the event of a disaster, in which the production GiftWrap data center is no longer available, the backup GiftWrap servers become operational and function as the GiftWrap production servers. The failover process takes up to two hours. As part of the failover process, a transfer of the GiftWrap application server Internet address from the production to the DR platform takes place. It typically takes about an hour for the new IP address to become associated with and propagate through the Internet DNS system, at which point the DR system will become available. 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.

In the unlikely event that both production and backup servers are unavailable simultaneously, that is, if we had to fail over to our backup servers and find that those servers are also unavailable, we will have servers provisioned at one of the alternative data centers managed by our production system data center hosting provider. We will retrieve

GiftWrap data that has been captured through our managed backup program (see below), and will be able to quickly deploy servers that meet our production configuration requirements, as our production hosting vendor will have this information readily available. These servers will become, in effect, our disaster recovery platform. Once our production systems are back online, we will fail back to those servers during off hours, so as not to interrupt customer operations. In addition, we will verify that our primary backup servers are back online and will verify their operation through testing. Once the operation of these backup servers has been confirmed, we will commence the synchronization of our production databases with our backup databases.

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 for another four weeks. In this additional way, your data are protected even in the event of a data center disaster.

6 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.

How does SSL encryption work? Imagine sending mail through the postal system in a clear envelope. Anyone with access to your mail can see the information contained in the envelope. If it looks valuable, they might take it or change it. With SSL encryption, your data is secured and not able to be viewed by any unauthorized parties while in transport. An SSL Certificate establishes a private communication channel over the Internet enabling encryption of the data during transmission, ensuring that only the authorized server (GiftWrap) and client (your browser) have access to the data. Encryption scrambles the data, essentially creating an envelope for message privacy. When your Web browser points to a secured domain, like giftwrap.pgcalc.com, the browser and the server exchange secret keys, enabling the creation of an encrypted tunnel over which data can be transmitted securely. SSL Certificates like those used in the transport of GiftWrap data, enable every GiftWrap user to experience the strongest SSL encryption available.

7 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