

Linko Production Environment Security Overview

Data Center

The Linko Production Environment (collectively “Linko”) hosts software applications and customer websites through a state-of-the-art facility located in a AAA-rated building. The facility includes: dual electrical grid connections from independent substations; internally redundant, bypassable 250 kVA UPS systems; a fault-tolerant 600V air conditioning system with humidity regulation; air conditioning units and pumps connected to generator power for unlimited runtime in the event of utility power failure; stratified air flow design for increased cooling efficiency and reduced energy costs; a non-service-affecting FM-200(r) Fire Suppression System with multiple zones, central control, and connectivity to the building’s fire system; a dedicated backup generator with a manual bypass to a second non-dedicated backup generator in the event of generator failure and infrastructure built to comply with seismic code.

Physical Security

Linko only provides datacenter access and information to employees and contractors who have a legitimate business need for such privileges. When an employee no longer has a business need for these privileges, his or her access is immediately revoked, even if they continue to be an employee of Linko Technology Inc. All physical access to datacenters by Linko employees is logged and audited routinely.

Data Center Security

Linko is hosted in a data center with 24/7 building security monitoring and engineering response. Elevator, office, and server room doors are monitored for unauthorized or forced entry with local and building security response. The data center also includes “mantrap” entry with key card and biometric access authentication; segmented colocation and main server rooms; 24 x 7 CCTV (closed circuit television) surveillance and recording; and closed wiring conduits for all wire and fiber outside of the server room and within the colocation room.

Table of Contents

Data Center	1
Physical Security	1
Datacenter Security	
Visitor Security	
Employee Lifecycle	2
Account Provisioning	
Account Review	
Access Removal	
Password Policy	
Segregation of Duties	2
Backups	2
Disaster Recovery Management	3
Monitoring	3
Monitoring	
Incident Response	
Storage Device Decommissioning	3
Configuration Management	3



Visitor Security

All visitors to the data center must be authorized by the Linko management team and accompanied by Linko staff during their visit.

Employee Lifecycle

Linko has established formal policies and procedures to delineate the minimum standards for logical access to the Linko platform and infrastructure hosts. Linko requires that staff with potential access to customer data undergo an extensive background check (as permitted by law) to commensurate with their position and level of data access. The policies also identify functional responsibilities for the administration of logical access and security.

Account Provisioning

Access to the Linko Production Environment—including services, hosts, network devices, Windows groups—must be explicitly approved by the appropriate owner or manager. All changes affected in the permissions management tool are captured in an audit. When changes in an employee's job function occur, continued access must be explicitly approved to the resource or it will be automatically revoked.

Account Review

Every access grant is reviewed regularly; explicit re-approval is required or access to the resource is automatically revoked.

Access Removal

Access is automatically revoked when an employee record is terminated in Linko's Human Resources system. Windows accounts are disabled and Linko's permission management system removes the user from all systems.

Password Policy

Access and administration of logical security for Linko relies on user IDs, passwords and Kerberos to authenticate users to services, resources and devices as well as to authorize the appropriate level of access for the user. Linko Security has established a password policy with required configurations and expiration intervals.

Segregation of Duties

Linko has established policies, procedures, and organizational structures that help ensure that no single individual can independently control all key aspects of a process or computer-related operation and thereby gain unauthorized access to assets or records.

Backups

Customer data is stored in redundant disk storage. Linko conducts regularly onsite and offsite backups in order to prevent any data loss.

Disaster Recovery Management

Linko has established a Disaster Recovery (DR) plan which aims to minimize customer impact in the event of disaster. Customer data will be restored to a different data center which is geographically different from the primary Linko data center.

Monitoring

Monitoring

Linko application and database operations are continually monitored electronically, with automatic 24/7 notification to Linko of potential problems. The facility and offsite backup facilities are monitored by 24/7 manned operations centres.

Incident Response

The Linko Incident Management team employs industry-standard diagnostic procedures to drive resolution during business-impacting events. Staff operators provide 24 x 7 x 365 coverage to detect incidents and to manage the impact and resolution.

Storage Device Decommissioning

When a storage device has reached the end of its useful life, Linko procedures include a decommissioning process that is designed to prevent customer data from being exposed to unauthorized individuals. Linko uses techniques to destroy data as part of the decommissioning process. If a hardware device is unable to be decommissioned using these procedures, the device will be degaussed or physically destroyed in accordance with industry-standard practices.

Configuration Management

Emergency, non-routine, and other configuration changes to existing Linko's infrastructure are authorized, logged, tested, approved, and documented in accordance with industry norms for similar systems. Updates to Linko's infrastructure are done to minimize any impact on the customer and their use of services. Linko will communicate with customers via email.