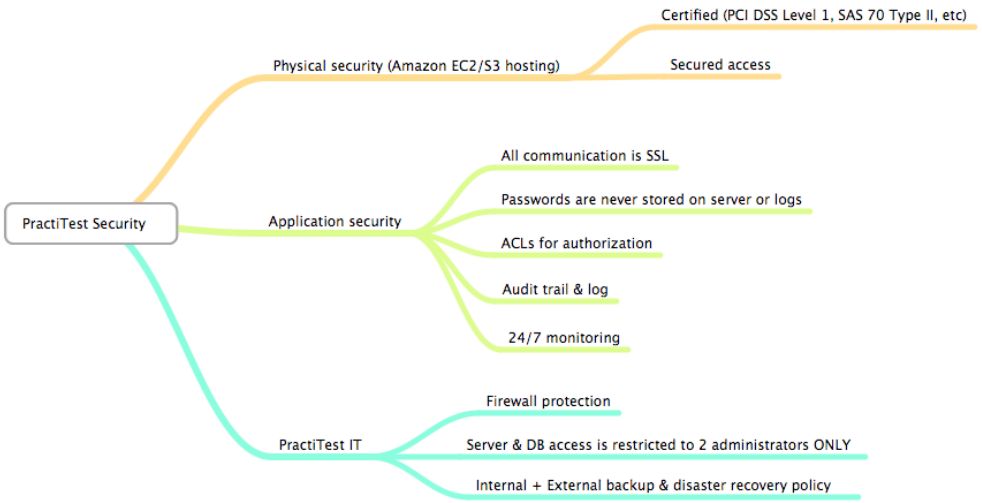
PractiTest Security Information

As a SaaS provider we understand security is one of the most important things for PractiTest users, and for this reason we place our security processes in high importance above any other aspect of our operation.

For us security and support are the cornerstones of the relationship we maintain with all our customers, and we know that organizations expect us to handle their data and processes with even more professionalism than if they were being handled internally by their own IT teams.

Following, is a small diagram explaining the way we approach the subject of security internally, focusing on the 3 main aspects, namely: Physical security, Application security, and PractiTest IT.



For physical security we rely on Amazon as our hosting provider. We chose Amazon based on their security approach as well as their technical abilities.

You can read about Amazon's measures in detail in their security documentation (http://aws.amazon.com/security/) but to name a couple of their most important aspects:

- They work under international standards and certifications including PCI DDS Level 1 and SAS 70 Type II, ensuring their processes are secured and constantly audited. - Their infrastructure works under strict levels of physical access restrictions.
- On the more "virtual" side, Amazon works with some of the most advanced network security systems, as well as business continuity policies (including redundant storage, backups, etc).

On the application level, PractiTest is designed and implemented taking into account multiple aspects related to security such as:

- All communication is carried via SSL
- Passwords are never stored on the server or logs
- Access restrictions on a per-project basis as well as ACLs (access control lists) that allow administrators to restrict access and operations of their users within each of the projects independently.
- Audit trails & logs (both as part of the application as well as on the server side)
- We also monitor our servers 24/7 with Amazon's and additional monitoring services.

With regards to PractiTest's internal IT operations, we also put strong emphasis on security:

- Ensuring access to our servers is done via Firewalls
- Restricting access to the servers and databases to 3 administrators ONLY, where this connection is allowed using SSH, and only via private- public key authentication.
- We use Amazon's backup services to back up our entire infrastructure 4 times a day. In addition to Amazon's backups we perform daily backups to an external backup provider in order to be able to restore our data in case something was to happen to Amazon's service. This backup to the external provider is secured and encrypted.

On top of all the above, we work under a terms of service agreement that explicitly describes our policies and obligations, also with regards to security.

You can read the full document here - http://www.practitest.com/legal/terms_of_service/ - and here are some of the important parts of the document for your convenience:

2. CUSTOMER DATA

PractiTest does not own any data, information or material that You submit to the Service in the course of using the Service ("Customer Data"), and shall not use Customer Data except as required to provide the Services and as otherwise stated in the Rules. You hereby grant PractiTest the right to share any of your Customer Data with: (i) the account owner or its authorized representative, and (ii) such other users that have registered for the same project or the same account...

7. CONFIDENTIAL INFORMATION

...

7.3 During and after the term of these Terms PractiTest shall hold in strict confidence any and all Customer Data, and shall use Customer Data only for purpose of providing the Service, and shall protect the confidentiality of the Customer Data with the same degree of care as for PractiTest's own information of like importance, but at least use reasonable care...

Finally, even though we are providing here with extensive information about our security policies we understand customers may still have additional questions regarding some aspects of our operation. We will be happy to answer questions and provide with any additional information required.