

The MotionPoint logo, featuring the word "motionpoint" in a lowercase, sans-serif font. The letter "o" is stylized with a white dot and a horizontal line through it, resembling a play button or a cursor.

# World-Class Data Security & Privacy

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Discover how MotionPoint's approach meets rigorous security standards, ensures customer privacy, and delivers worry-free uptime.

## Introduction

MotionPoint's security program protects the confidentiality, integrity and availability of information assets in our custody. We are committed to protecting your information through demonstrated key technologies and multi-layered safeguards.

Our approach meets rigorous external compliance requirements such as the Payment Card Industry Data Security Standard ("PCI DSS"), the Health Insurance Portability and Accountability Act ("HIPAA"), and more.

### SECURITY GOVERNANCE

MotionPoint applies comprehensive security safeguards, dedicating intense efforts to secure design and management of our solution across key areas, including software and infrastructure practices.

We follow secure coding principles and incorporate continuous security-focused training of developers—all supported with independent and rigorous testing.

### PERSONNEL SECURITY

Security is integrated into our human resource practices, as well. This includes personnel screening and educating employees on how to safeguard information assets.

Awareness training includes topics such as:

- ✓ Acceptable use
- ✓ Physical security
- ✓ Data privacy
- ✓ Account management
- ✓ Incident reporting
- ✓ Workstation security



MotionPoint is a compliant **PCI DSS Level 1** Service Provider and **HIPAA** Business Associate.



MotionPoint's executive leadership is committed to maintaining, monitoring, testing and updating information security policies, practices and systems.

## MotionPoint's development approach

MotionPoint builds and maintains robust operating environments with complementing layers of controls.

Our approach:

- ✓ Honors industry recommended practices
- ✓ Follows Center for Internet Security ("CIS") system hardening guidelines
- ✓ Conducts routine updates and management of access to systems
- ✓ Continually tests systems to identify potential weakness
- ✓ Routinely trains employees about attack methods, and how to avoid them

## Onboarding and offboarding practices

MotionPoint's onboarding program **requires employees to acknowledge and agree to terms** on confidentiality and security policy, and attend regular security awareness training.

The offboarding process facilitates a smooth transition of role separation, including account termination, exit interview and return of assets.



### POLICY FRAMEWORK

MotionPoint's comprehensive policies help establish a security framework that:

- 1** Aligns with business needs, is customer-centric and employs prudent controls
- 2** Promotes customer confidence in our ability to safeguard their information
- 3** Defines, maintains and enhances our information security program
- 4** Promotes compliance

This framework promotes a culture of integrity, openness and ethical judgement.

### Data Protection and Privacy

Our team is committed to protecting the security—and maintaining the privacy—of our customers' data. We take exhaustive steps to identify and mitigate risks, implement best practices and constantly evaluate ways to improve our processes.

### DATA STORAGE

Our technology and solution do not store your website users' personal information. To the extent MotionPoint supports processing your business and/or user data, we apply industry best practices to safeguard this material.

### DATA ENCRYPTION IN TRANSIT

MotionPoint may transmit data over public networks on your behalf. Consequently, we support industry-recommended methods that rely on secure encryption protocols.

We also continually upgrade our supported encryption methods, balanced against our customers' compatibility needs.



MotionPoint supports **Transport Layer Security** protocols and **Advance Encryption Standard** ciphers, as supported and implemented by our customers.



### Enterprise-Grade Secure Infrastructure

MotionPoint's professionally designed, geographically diverse hosting infrastructure provides best-of-breed security, scalability, redundancy and resiliency.

### PHYSICAL SECURITY

MotionPoint's systems are hosted in secure server environments that are ISO 27001, SSAE 16 and PCI DSS compliant. We continually monitor notifications from various sources and alerts from internal systems.

Our data centers are staffed by 24x7x365 security teams. Access is restricted to authorized personnel and enforced with:

- ✓ Strict multifactor authentication
- ✓ Authorization controls such as proximity and biometric readers

### NETWORK AND SYSTEM DEFENSE

MotionPoint employs real-time network monitoring, which includes proactive threat management capabilities designed to:

- ✓ Detect risks to our network
- ✓ Control network risks
- ✓ Mitigate unauthorized access

This endeavor is fully supported by a 24x7x365 incident response team.

We also conduct routine security assessments—which mimic various adversarial perspectives—to identify potential vulnerabilities within our infrastructure.

### SECURITY AUDITING AND VERIFICATION

MotionPoint conducts audits based on industry baselines such as PCI DSS and HIPAA, with measures including:

- ✓ Employee screening
- ✓ Active monitoring of event information
- ✓ Security testing

MotionPoint's websites are certified to comply with the network perimeter security criteria mandated in such regulations as PCI DSS and HIPAA. We're listed on the Visa Global Registry of Service Providers, too.



At least once every calendar quarter, MotionPoint's websites are tested against **industry-standard PCI compliance remote vulnerabilities**.

### SCALABILITY, REDUNDANCY AND RESILIENCE

MotionPoint's data centers are located in geographically-distributed areas that are largely free of adverse natural conditions.

#### MotionPoint's data centers

MotionPoint offers flexible hosting options in the U.S., EU and Asia.

- ✓ Each facility is designed, maintained and operated for high-availability and efficiency
- ✓ Our infrastructure is highly scalable to meet customer demands
- ✓ Facilities are rated at N+ redundancy in compliance with industry standards

#### We maintain resilience plans for all computing environments, including:

- ✓ Redundant capability across critical systems
- ✓ Commercial-grade telecommunications and power
- ✓ Reserve power and communications in the case of a contingency event
- ✓ Advanced backup systems for daily backup of all servers
- ✓ Backups are stored at a secure archive facility
- ✓ Backups are securely destroyed when expired

MotionPoint can resume operations at the backup facility within hours of a major disaster that impacts a primary operating facility.

## THIRD-PARTY MANAGEMENT

MotionPoint engages third parties to provide and/or support certain components of its hosting services. We only choose vendors that demonstrate maturity in effectively managing complex network hosting and application infrastructures.

These partners must also support stringent service level agreements and security controls that satisfy industry standards and third-party validation.



MotionPoint recognizes **SSAE 16, PCI DSS, and/or ISO 27001** compliance as standards that best demonstrate a provider's effectiveness in managing complex hosting and application services.

## Secure Software Development Practices

MotionPoint is dedicated to ensuring the stability, durability, security and overall quality of its software-based solutions. This requires diligence throughout all aspects of our software development.

Our program observes agile characteristics and formal practices that function together to produce high-quality solutions at manageable risk levels.

Security requirements are integrated throughout the development cycle, and emphasize:

- Control points based in secure coding techniques
- Code review practices
- Continuous integration testing
- Security-focused training for development teams

A key element of our security assurance methodology is third-party validation of our software's quality. An independent security assessor uses security analysis techniques that conform to OWASP Top 10 and SANS Top 25 standards.

## Industry and Government Compliance

MotionPoint implements a security program that provides flexible and comprehensive security controls to meet the most stringent requirements for any industry.

### Fluent in security standards

MotionPoint supports customers in a variety of industries. These industries abide by security standards such as:

- ✓ PCI DSS
- ✓ ISO 27001
- ✓ GLBA
- ✓ FISMA
- ✓ FedRAMP
- ✓ ITIL
- ✓ HIPAA

All demand the protection of confidential and proprietary customer data.



### PCI DSS LEVEL 1 SERVICE PROVIDER

MotionPoint successfully completes annual security assessments conducted by an independent PCI SSC Qualified Security Assessor. We also demonstrate ongoing practices that comply with PCI DSS, including regular vulnerability testing of our networks and systems.

### HIPAA/HITECH BUSINESS ASSOCIATE

MotionPoint successfully completes regular independent assessments to ensure we comply with HIPAA Privacy and Security rules. This includes audits to demonstrate our practices are fully HIPAA-compliant.

### PRIVACY SHIELD CERTIFIED ORGANIZATION

The Privacy Shield frameworks provide a mechanism to comply with data protection requirements when transferring personal data from the European Union and Switzerland to the United States.

## Conclusion

Data security and privacy are top priorities for MotionPoint. Our approach relies on safeguards aligned with the spirit of various industry best practices and compliance mandates. You can rest assured knowing our solutions are supported by skilled professionals dedicated to protecting your critical business assets.

## About MotionPoint

MotionPoint solves the operational complexity and cost of website localization. Unlike all other approaches, our technology and turn-key solution are built specifically for this purpose.

We translate, deploy, and operate multilingual websites, optimizing the customer experience across all channels.

