

# PRIVACY AND SECURITY SUMMARY

## PRIVACY

F-Response Now instances (“Now Instances”) leverage a number of design decisions to greatly reduce or eliminate the potential for compromising client data privacy, including:

### ON DEMAND PROVISIONING

Now Instances are created on demand in any one of a number of different data centers around the world. Now Instances are custom built upon purchase.

### NO OVERT STORAGE

Now Instances are designed to “switch” data very much like a telecommunications switch, therefore little if any storage space on the Now Instance is used for caching of data.

### NO REUSE

Now Instances are not reused or shared between clients. Now Instances may be renewed but only by the original purchaser.

### DESTRUCTION UPON EXPIRATION

Now Instances are destroyed immediately upon expiration.

### NO SHARING

Now Instances are not shared by individual customers, and each Now Instance is unique to the customer who purchased it.

### ANONYMITY

Now Instances are assigned IP addresses from the state-of-the-art data center where they reside. They do not resolve to F-Response, and they do not resolve to you or your company.



## SECURITY

F-Response Now instances (“Now Instances”) are designed to maximize the confidentiality, integrity and availability of your service, including:

## CRYPTOGRAPHY

Now Instances leverage the US Government cryptography standard, Advanced Encryption Standard (AES)<sup>1</sup> utilizing a 256-bit cryptographic key length.

Furthermore, Now Instances use Diffie-Hellman<sup>2</sup> key exchange and SHA256 hash based message authentication code<sup>3</sup> verification to exchange symmetric session keys for individual data connections.

All AES operations require an Initialization Vector (IV) to properly randomize the initial block of un-encrypted data. In all cases, Now Instances leverage existing cryptographic software libraries to provide a suitable random data source. A brief overview of the key exchange and cryptography model is provided in the included figure.

## MANAGED ACCESS

Now Instances are monitored for support access throughout their lifecycle. All support operations on running instances are centrally logged.

## UPDATED INSTALLATIONS

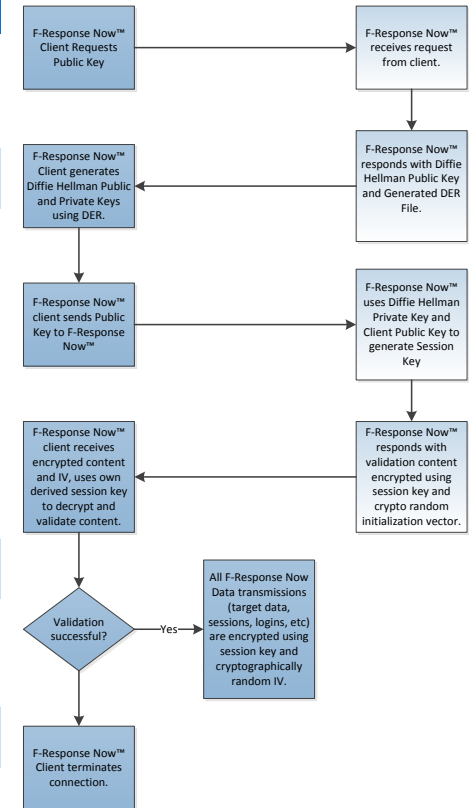
Now Instances are always configured with the latest available software updates at the time of their creation.

## SECURE COMMAND & CONTROL

Now Instances are always configured such that customer command and control occurs over the secure AES encrypted F-Response Now channel on port 80.

## SECURE FACILITIES

Now Instances are established only in premier datacenter facilities that employ sound security practices for monitoring, physical access, and service availability.



<sup>1</sup> <http://csrc.nist.gov/publications/fips/fips197/fips-197.pdf>

<sup>2</sup> <http://tools.ietf.org/html/rfc2631>

<sup>3</sup> [http://csrc.nist.gov/publications/fips/fips198-1/fips198-1\\_final.pdf](http://csrc.nist.gov/publications/fips/fips198-1/fips198-1_final.pdf)