

# Security Policy

How we protect our clients

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**OnStrategy** servers are hosted in a secure, [SSAE 16-compliant](#) data center. Servers are firewalled to permit the minimum traffic necessary to run the service, and access to those servers is limited to Liquid Web employees for maintenance and **OnStrategy** for development.

We are continually working to improve **OnStrategy's** security and we take all reasonable precautions to keep your information safe and secure. Our state-of-the-art redundant server cluster is hosted and professionally managed by [Liquid Web](#), a recognized leader in high-end hosting. You can read about their [100% network uptime guarantee](#) or take a virtual tour of their data center to learn about [physical security, power backup, and network](#) routing equipment.

The information on the following pages provides basic guidance on the security protection that **OnStrategy** has implemented. It must be noted that this document is not exhaustive. Contact us to answer specific security questions.

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## Questions

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✓ **Is OnStrategy available for on-site installation?**

**No**, we do not offer a version of **OnStrategy** that you can run on your own servers, and have no plans to offer it as an on-premise version. OnStrategy is a SaaS only hosted application.

✓ **Want to know more?**

[Submit a support request](#) if you have other security questions, and we'll get back to you as quickly as we can.

✓ **Have a concern? Need to report an incident?**

Have you noticed abuse, misuse, or experienced an incident with your account? Please [submit a security response ticket](#). Thank you.

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*These respected organizations trust our web-based products.*



## *Physical & Network Security*

Web Based Application	
Database Server	The database server does not reside on the same physical server as the application server.
Security Barrier	Web server access is through secure HTTPS. The web server and database server are isolated and communicate via private switch. There is a Cisco firewall in front of the private switch that controls communication.
SSL Details	SSL is not optional. The process of sending and receiving user information is secured by a Secure Socket Layer (SSL) high-assurance certificate with 256-bit encryption, ensuring that your data is safe, secure, and available only to registered users in your organization.
Data Integrity Checks	Data integrity checks are performed at the browser level through JavaScript as well as through the web/application.
Transactional Security	Apache mod_sec and strict transactional firewall rules protect against SQL-injection, login hacks, DDOS attacks, and all known forms of data vulnerability.
Auditing / Logging	
Access	Logged for each server - web server, application server, database server and includes IP address, time, userID, what was accessed, etc.
3rd Party Audit	The next security audit/review, including penetration tests and vulnerability assessments, is scheduled for Q2 2014.
Logs	Logs generated for relevant security activities on firewalls, operating systems and applications are retained for 1-year.
Intrusion Detection /Incident Response	
Security Scans	Security scans are performed by Liquid Web leveraging Cisco 5000 Series firewall software and IDS (Intrusion Detection).
Customer Notifications	There has not been an event to date that would require this. If appropriate, customers would be notified.
Anti-virus	Deployed on all servers using Cisco 5000 Series firewall plus Cpanel scanning.
Patches	Our software infrastructure is updated regularly with the latest security patches via automatic Cpanel patches.

## *Authentication*

Each registered user is assigned a unique user name and password, which is required to gain access. It is the user's responsibility to protect the security of their login information.

Details	
Passwords	Passwords are 6-20 characters and must contain at least one upper-case letter, one lower-case letter, and a number). User name (email address) and password are both case sensitive.
Password Changes	Users can change their passwords at anytime.
Authentication Mechanism	Encrypted user name and password.
Session State	Session ID is kept in a cookie. It is continuously regenerated to guard against session hacking.
System Lockout	After 6 failed attempts the user is locked out for 24 hrs. Password can be reset by the Plan Administrator.
Timeout	After 20-minutes of inactivity the session will timeout.

## *Browser Requirements*

**OnStrategy** is optimized for use on both computers and tablets. There are no downloads and nothing to install. All you need is a modern, up-to-date web browser and an internet connection.

**Currently supported browsers:**

- ✓ Chrome (current releases)
- ✓ Firefox (current releases)
- ✓ Safari (current releases)
- ✓ IE 9+ ([Why we don't support IE 8](#))

## *Data Backup*

Continuous real-time backup of application data is completed in a RAID array. All site files, databases, and account files are backed up nightly. Incremental backups are done weekly. Backups are stored on a remote disk for added security and redundancy. The backups are saved to a dedicated backup drive, which is only used for backups. Then, once a week that version gets moved off-site and a new backup set starts up. Versions of our site and database exist by date and are retained for a minimum of 30-days.

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## *Performance & Uptime*

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We take availability seriously and monitor **OnStrategy's** performance and availability through multiple channels. Our uptime is now being monitored by [Pingdom](#) (as of 1/30/2014) and New Relic. We make our historical uptime reports available at [stats.pingdom.com/tnpjrb38k53t](http://stats.pingdom.com/tnpjrb38k53t).

✓ 99.05% Uptime since 2012.

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## *Notice*

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**OnStrategy** does not permit the following types of security research:

- ✓ Causing, or attempting to cause, a denial of service (DoS) condition.
- ✓ Accessing, or attempting to access, data or information that does not belong to you.
- ✓ Destroying or corrupting, or attempting to destroy or corrupt data and information that does not belong to you.

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## *OnStrategy Team*

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**OnStrategy** team members are bound by confidentiality agreements, but may access your data to the extent necessary to diagnose and correct problems in the product. Learn more by reading our [Privacy Policy](#). This document was last updated on February 5, 2014.

**Learn more about how we at OnStrategy protect our clients.**

Contact **Nancy Olsen**, Co-Founder and VP Business Development, at

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*Smarter strategy builds smarter organizations*

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**OnStrategy**

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