

### Data protection and privacy

Our overall privacy policy is available at <https://promoprep.com/policies/>

#### Data Location

Our primary data centers are in the United States, hosted on Amazon AWS. All data is backed up daily and backups are stored for 35 days. Files customers upload are stored on servers that use modern techniques to remove bottlenecks and points of failure. Our software infrastructure is updated regularly with the latest security patches.

#### Encryption in transit and at rest

Over public networks we use SSL certificates issued by R3. The connection uses AES\_128\_CBC for encryption, with SHA2 for message authentication and ECDHE\_RSA as the key exchange mechanism. You can check our currently supported ciphers here: <https://www.ssllabs.com/ssltest/analyze.html?d=app.promoprep.com>

Any files you upload to us are stored and encrypted at rest. Our storage system uses AES-256/SHA-256 encryption. Files are encrypted with AES-256.

Our backups of your data are encrypted by AWS KMS CMKs and are protected by hardware security modules (HSMs) that are validated by the FIPS 140-2 Cryptographic Module Validation Program. Amazon S3 server-side encryption uses one of the strongest block ciphers available to encrypt your data, 256-bit Advanced Encryption Standard (AES-256)

### Security Policies and Standards

Our application runs on Amazon's AWS cloud infrastructure. Publicly available documentation of the AWS System and Organization Controls 3 (SOC 3) report can be found here: [https://d1.awsstatic.com/whitepapers/compliance/AWS\\_SOC3.pdf](https://d1.awsstatic.com/whitepapers/compliance/AWS_SOC3.pdf).

Amazon AWS meets the standards set by the ISO, complying with ISO/IEC 27001:2013:

- Systematically evaluate information security risks, taking into account the impact of threats and vulnerabilities.
- Design and implement a comprehensive suite of information security controls and other forms of risk management to address customer and architecture security risks.
- Have an overarching management process to ensure that the information security controls meet our needs on an ongoing basis.

Amazon's ISO/IEC 27001:2013 certification can be found here: [https://d1.awsstatic.com/certifications/iso\\_27001\\_global\\_certification.pdf](https://d1.awsstatic.com/certifications/iso_27001_global_certification.pdf)

### **PCI Compliance**

We utilize a third party credit card payment processing provider to collect payment information, including your credit card number, billing address and phone number. The third party service provider, and not PromoPrep, stores your payment information on our behalf.

We submit a self assessment (SAQ A 3.2.1) for PCI compliance, which is good for one year each time. A copy of our PCI compliance certificate is available upon request, after completing an NDA.

### **Want to know more?**

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