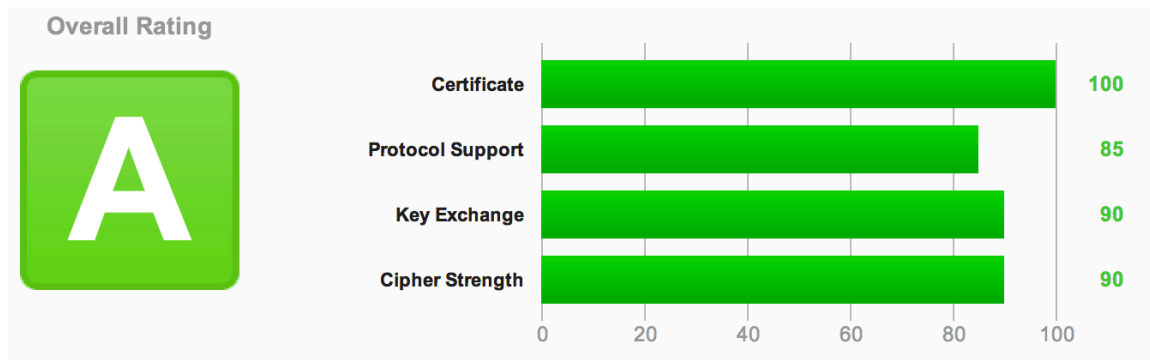




Information Security

At Plineo, the security of your data is paramount, especially when dealing with sensitive data over the cloud. We use state-of-the-art techniques and tools to make sure your information is protected.

Your connection with Plineo is protected using the **Secure Socket Layer (SSL)** protocol, this ensures the security and protection of your information while it is in transit from you to our servers or the other way around. You can check the validity of our setup using the third party tool SSL Labs provided by Qualys® (<https://www.ssllabs.com/ssltest/analyze.html?d=plineo.com>).



SSL Labs - SSL Test results for plineo.com

Our system was written from the ground up with security in mind. Throughout our code, we have gone to great measures to ensure that the data of your organization is separated from other organizations' data. When you create your account with us your organization will receive a private and unique ID, which will be used in all your user's requests, ensuring that you get all your data and only your data. This also ensures that nobody from outside your organization can get your information. Your users will authenticate themselves with usernames and passwords identifying them as part of your organization, and once authenticated, all session information are stored securely on our servers; sensitive data (like username, password or your organization's ID) will never be stored in the user's browser using cookies.

To secure the information while stored, the whole database is **encrypted on disk**, rendering the data inaccessible to anyone without a key; a big key that only a very few people have access to at Plineo. On top of that, sensitive data, like your customers' credit card numbers for example, are encrypted with keys specific to your organization. Those keys are updated daily, and are also used to **encrypt any document** that you upload before being stored in Plineo or any other third-party storage location, ensuring that only you and your users have access to your documents.



Network Security

To make sure that our setup is secured, all our servers

- Run the latest version OS, stripped down of all unnecessary applications and services to avoid unneeded potential security wholes, with the installed services constantly updated.
- Are equipped with Intrusion Detection Systems
- Are equipped with Intrusion Prevention Systems and are programmed to lock out any attempt of misbehavior
- Undergo regular scans for viruses and rootkits
- Monitored 24x7 for any issue related to hardware and software

Disaster Prevention & Recovery

When you save any piece of information, it is stored on our servers in a clustered database, meaning that the data is spread among several servers to make sure nothing is lost. Furthermore our database is periodically backed up and the backups stored securely on a remote server.

This setup allows for multiple servers to go offline without affecting our services or the data. Also, our servers are constantly being mirrored allowing for fast replacement in case any issue arises.

Security Monitoring

While we are confident that our infrastructure offers a secure area for your organization's data and work, we acknowledge that internet security is always a moving target, with threats and vulnerabilities showing up every day. For that, we are constantly researching and following up on any news to make sure we are never left behind, and we are constantly researching techniques and possible upgrades and additions that can bring you even more security.

Additional Information

While it is not completely possible to list all measures taken to guarantee security, the provided document gives an overview of our work and dedication to security. For more information or more technical details please feel free to contact us through our [Contact Us](#) page and we would be very happy to answer to your inquiries.

Team Plineo

A handwritten signature in black ink that reads "Team Plineo".