365squared

365squared SECURITY

White Paper

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About **365**squared

365squared was setup in 2013 with the objective to provide the mobile operator community with a consolidated choice of quality services in the messaging domain. The company is run by an experienced team of professionals drawn from the telecoms industry.

We help our clients generate additional revenue using a combination of sophisticated technology and our management skills, with low investment in time and resources.

Our undertaking is to enable the mobile operator community to generate revenue from A2P messaging streams at no additional cost whilst securing content towards their subscribers to deliver an enhanced user experience.

The information contained in this document is intended to provide transparency on 365squared security management processes.

1 SECURITY ORGANIZATION & PROGRAM

365squared security framework is based on the ISO 27001 Information Security Standard and covers programs in Policies and Procedures, Asset Management, Access Management, Cryptography, Physical Security, Communications Security, Business Continuity Security, including Vulnerability Management and Security Monitoring.

Security is represented at the topmost levels of the company, with our Head of Technology and Operations meeting with Chief Executive Officer regularly to discuss the coordination of company-wide security initiatives. Information security policies and procedures are approved by management and available to all 365squared staff.

2 HUMAN RESOURCES SECURITY

The team working at 365squared are important to us, thus we've implemented processes to ensure we're bringing in the right staff and keep them abreast of the latest security trends. These are some processes we have adopted:

2.1 Background checks

All candidates onboarding the company must pass the background checks and police conducts before taking the position.

2.2 Training on Information security management

All new 365squared employees go through the information security management training during the onboarding process.

2.3 Continuous education

The 365squared operations Team provides continuous data and information on emerging threats and shares with the staff regularly.

3 SERVICE SECURITY

The aim of 365squared Security program is to enable the Service management team to manage solutions that are best in class when it comes to security. Here we implement Information transfer and control procedures.

4 INFRASTRUCTURE SECURITY

The security of our infrastructure and networks is critical. 365squared comprises best-in-class security practices. Requirements in the security practices are driven by the following key principles:

4.1 Asset management and ownership

All assets owned by 365squared have a defined owner, security classification, and purpose.

4.2 Infrastructure management

All direct access to our infrastructure, networks, and data has been minimized to the greatest extent possible. We reduce direct access to host infrastructure, networks, and data where possible.

5 CONTINUOUS MANAGEMENT AND MONITORING OF VULNERABILITY

The security and solidity of our solutions and infrastructure is a top priority at 365squared. We Continuously manage and Monitor program and develop processes and procedures for leading incidents and designing proactive and intelligent capabilities for 365squared. The Vulnerability monitoring leads how we identify and act to the vulnerabilities of all the 365squared solutions.

6 PHYSICAL SECURITY

Physical security is an important part of 365squared's security strategy. We're committed to securing our facilities.

6.1 Security at our datacenter

365squared servers are hosted either in our client's datacenters or in our headquarters in Malta. The access to the servers is protected with the industry security standards and tools.

6.2 Security at our office

365squared has a security system which measures and monitors all building entrances, CCTVs, and overall office security. All employees, are required to wear identification badges which distinguish their respective role.

7 BUSINESS CONTINUITY / DISASTER RECOVERY

365squared uses many mechanisms and tools which ensure reliable continuity.

7.1 Recovery planning

365squared regularly reviews and updates formal Business Continuity and Disaster Recovery plans.

7.2 Data backups

365squared performs routine backups of all 365squared account information and critical data. Backup files are stored redundantly.

8 THIRD-PARTY SECURITY

Maintaining visibility into the supply chain is of utmost importance in today's interconnected world. 365squared has implemented:

8.1 Vetting process

Third-parties must meet 365squared's security requirements otherwise they will not pass the onboarding process.

8.2 Ongoing monitoring

365squared conducts routine reviews on security and business continuity concerns at existing third parties. This process considers all the legal and regulatory requirements and the type of access and classification of data being accessed. Controls necessary to protect data are also in place.

8.3 Off boarding

365squared ensures that all data is returned or deleted at the end of a relationship.

9 SECURITY COMPLIANCE

365squared is determined to continuously mitigate any risk and ensures that all 365squared services meet regulatory and security compliance requirements:

9.1 Regulatory environment

365squared complies with industry best practices including applicable legal, industry, and regulatory requirements.

10 ISO 27000 series

365squared is proud to have obtained ISO/IEC 27001:2013 certification, showing the maturity of the Information Security management. Information Security is one of our top priorities and this achievement demonstrates our commitment to information security, data protection, and continuous improvement.