# Cloudnine Realtime Security & Privacy Policy

Security is of the utmost importance to Cloudnine Realtime. Client data is maintained in an SOC3/SSAE16 compliant and fully redundant data center, backed by proven procedures to ensure that data is as secure as possible.

## Cloudnine Realtime Security Policy

### User Security

All data on Cloudnine's servers is treated as private and confidential by default. Data and facilities are only accessible to designated users with customized access. All permissions for sharing can be revoked by the designated administrators of your Cloudnine account. All access to client data is always password protected, and all file transfers are automatically encrypted.

### Application Access

Cloudnine utilizes established, secure password and privilege techniques to validate access to all application data. Based upon the user privilege levels that the client chooses, Cloudnine performs extensive quality assurance testing before the client is granted access to their server. Cloudnine manages and monitors application access to prevent unauthorized access to applications and data.

### Data Storage Security

Cloudnine stores data at a SOC3/SSAE16 compliant data center that ENSURES the redundancy, power, and network connections needed to securely host client data and ensure availability of information 24/7/365 days a year. The facilities provide a 99.999% network uptime guarantee and 24/7/365 monitoring. Cloudnine's infrastructure and backups are contained in a secure, hosted data center within the continental U.S. with firewall management and monitoring services, as well as intrusion prevention systems to prevent unauthorized access.

If a client would like to obtain a copy of their data for archival purposes, the client can securely download all documents and files at any time. The client can also order a backup of disks from Cloudnine, which can be delivered to the client for a nominal fee.

### Physical Security

Cloudnine collocates with data center facilities that utilize multiple layers of physical and electronic security to provide the highest levels of deterrence and protection from unauthorized access and potential threats. This comprehensive security environment consists of:

## Power Systems
- 12+ Megawatts of Power
- 2N and N+1 AC UPS power plants
- A/B, 120/208v, Three-phase circuits
- N+1 emergency generator configuration
- Minimum 24-hour run time fuel capacity onsite
- Multiple fuel providers with 4-hour response or better

## Cooling Systems
- Full data-grade HVAC system with N+1 redundancy
- N+1 CRAC/CRAH units on data center floors
- 72-degree ambient air temperature (+/-2 degrees)
- 45% humidity (+/-5%)

## Fire Suppression
- Zoned Halon fire protection in all data center suites
- Dry-pipe, pre-action double interlock fire suppression system
- Zone specific discharge

## Network Connectivity
- Multiple fiber vaults with diverse entry into the data center
- Large carrier-neutral meet me room
- Performance-routed blended network:
  - AT&T, Global Crossing, Level 3, Savvis, Sprint, Verizon, and XO Communications
- Seamless private Layer 2 transport to any remote data center.
- Multiple fiber providers on-site including:
  - AT&T, Cogent, Cox, Level 3, TelePacific, Time Warner, TW Telecom and XO Communications
- Cross Connect to the meet me room and inter-cabinet via any media type

## Physical Security
- 24/7/365 on-site security staff
- Camera with remote door release at the facility entrance, where only authorized personnel are granted access
- Biometric hand scanner at man trap entrance
- Security badge/card access control at all interior doors

- CCTV digital surveillance cameras with 180-day storage on all main data center areas
- Motion-detection for lighting and security on data center floors
- All equipment is registered upon arrival and can only be removed by authorized personnel
- Shipping and receiving area is isolated from the collocation floors

## Cloudnine Realtime Privacy Policy

Cloudnine Realtime and its subsidiaries (herein referred to as Cloudnine) value its users' privacy. This privacy policy is effective January 1, 2010; it summarizes what information we might collect from a registered user or another visitor and what will and will not be done with it.

Please note that this privacy policy does not govern the collection and use of information by companies that Cloudnine does not control, nor by individuals not employed or managed by Cloudnine. If you visit a Website that we mention or link to, be sure to review that company's privacy policy before providing the site with information.

### Personally Identifiable Information

It is the option of the client whether or not to disclose personally identifiable information to Cloudnine, however, if the client elects not to do so, Cloudnine reserves the right to not register a user with access or provide the client with any products or services. "Personally identifiable information" is information that can be used to identify you as an individual, such as:

- Name, company, email address, phone number, billing address, and shipping address
- Credit card information
- Any account-customization
- Computer's domain name and IP address
- Data for login session

If the client elects not to provide personally identifiable information, Cloudnine will:

- Not sell or rent data to a third party without client permission. Cloudnine provides information on maintenance, news, updates and events via email. Client may opt out at any time.
- Take commercially reasonable precautions to protect the information from loss, misuse and unauthorized access, disclosure, alteration and destruction.
- Not use or disclose the information except:
  - as necessary to provide services or products updates ordered, such as (for example) by providing it to a carrier to deliver products ordered;
  - in other ways described in this privacy policy or to which client has otherwise consented;
  - in the aggregate with other information in such a way so that user identity cannot reasonably be determined (for example, statistical compilations);
  - as required by law, for example, in response to a subpoena or search warrant;
  - to outside auditors who have agreed to keep the information confidential;
  - as necessary to enforce the SLA;
  - as necessary to protect the rights, safety, or property of Cloudnine, its users, or others; this may include (for example) exchanging information with other organizations for fraud protection and/or risk reduction.

### User Responsibilities
To help protect privacy, be sure to:
- Not share user ID or password with anyone
- Log off connection when completed
- Take customary precautions to guard against "malware" (viruses, Trojan horses, bots, etc.), by installing and updating suitable anti-virus software
- Use healthy browsing best practices

### Notice to European Union users
Cloudnines's operations are located in the United States. If the client provides information to Cloudnine, the information will be transferred out of the European Union (EU) to the United States. By providing personal information to Cloudnine, client is consenting to storage and use as described herein.

## Age Requirement

User must be at least 18 years old to access Cloudnine's service(s) and infrastructure. Cloudnine does not knowingly collect information from children under 18. (See the [U.S.] Children's Online Privacy Protection Act.)

## Changes to Privacy Policy

Cloudnine reserves the right to change this privacy policy as deemed necessary or appropriate because of legal compliance requirements or changes in business practices.

## Questions or Comments

Please direct questions regarding the Cloudnine Realtime Security & Privacy policies to info@CloudnineRealtime.com.