

# QUESTIONPRO SECURITY OVERVIEW

At QuestionPro, the security of customer data is a top priority. QuestionPro is committed to the confidentiality, integrity, and availability of all information within its system. The staff at QuestionPro work daily to fortify each of its security policies, procedures, and controls to meet the most demanding information security standards in the US and worldwide.



## PHYSICAL SECURITY

QuestionPro owned and managed servers are co-located in off-site data centers that undergo periodic SSAE 16 SOC audits and are monitored for unauthorized access and service availability twenty-four hours a day.



## ADMINISTRATIVE SECURITY

QuestionPro employs the concept of least privilege—only qualified employees are allowed access to privileged areas of the system when such access is necessary for the operation of business functions. Additionally, all employees must follow documented account management policies and procedures.



## CUSTOMER USER AUTHENTICATION

Single Sign-on (SSO) allows end-users to access their QuestionPro account with the credentials of an existing company intranet. SAML, multipass/ token, or cookie based SSO can be used with popular authentication systems, such as Active directory or LDAP, to determine if a user is authenticated. QuestionPro also offers the ability for customers to require reCaptcha verification upon user registration.



## SYSTEM MONITORING

QuestionPro utilizes monitoring tools and system logging capabilities to generate audit records and to monitor the QuestionPro system twenty-four hours a day. With these tools, system administrators can select specific events to audit at each layer of the system, including internal system access, failed authentication attempts, and other auditable events.



## QUESTIONPRO PERSONNEL AUTHENTICATION

Any access to QuestionPro servers requires multi-factor authentication.



## DEVELOPMENT PRACTICES

QuestionPro maintains separate environments for development, staging, testing, and production in accordance with SDLC best practices.



## CONFIGURATION/RELEASE MANAGEMENT

QuestionPro follows a release and maintenance methodology that includes the documenting, testing, and review of proposed changes to the system. QuestionPro performs timely patching and issues maintenance releases at least weekly.



## EMPLOYEE REGULATIONS

QuestionPro employees and contractors are subjected to criminal background screening.



## FIREWALL

The QuestionPro IP tables/Linux firewall uses non-standard managed access points for traffic to and from the system. All external connections to the QuestionPro system terminate with a default “deny all” configuration.



## SEPARATION OF DATA

All customer data, including the data of end-users and administrators, is logically separated by account-based rules that require the entry of a unique username and password with each logon.



## ENCRYPTION

QuestionPro implements SSL, TLS, SSH, and SCP encryption to securely transfer data and hash encrypts all passwords and credit card data stored within the system databases.



## BACKUPS

QuestionPro executes continuous hot backups and timely cold backups. All QuestionPro servers are outfitted with uninterruptible power supply (UPS) units to provide instant emergency power in the case of a power failure.



## VULNERABILITY SCANS

QuestionPro utilizes advanced security tools to perform vulnerability scans of its system.



## COMPLIANCE

QuestionPro complies with the US-EU Safe Harbor Framework. QuestionPro is Section 508 compliant, a BBB accredited business, and its privacy policy is TRUSTe certified. Additionally, QuestionPro is constantly reviewing, developing, and fortifying all of its security controls, policies, and procedures to meet national and international compliance standards and regulations.



## SUPPORT

QuestionPro offers twenty-four hour email and chat support five days a week. Additionally, clients have unlimited access to an online knowledge base with over five hundred help articles, screenshots, and videos at

<https://www.questionpro.com/help/>