

KantanMT.com

Security & Infra-Structure Overview



KantanMT.com

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KantanMT Platform Security

At KantanMT, security, integrity and the availability of our customers' data is a top priority. We believe this is vital to their business operations and to our own success. Therefore, we use a multi-layered approach to protect and monitor this information.

Customer Data Protection

KantanMT applications are accessed across the Internet from secure and encrypted connections (SSL 3.0/TLS 1.0) using high-grade 128 bit certificates.

- All data are backed up on a rotating schedule of incremental and full backups
- Each customer data is fully encrypted
- Passwords are stored only using hash algorithms
- Individual user sessions are protected by unique session tokens and re-verification of each transaction

Application Security

KantanMT tests all code for security vulnerabilities before release and regularly scans our network and systems for vulnerabilities.

- KantanMT's SaaS services are based on proven and secure Open Source solutions and custom applications
- Applications and servers are regularly patched to provide ongoing protection from exploits
- Every major SaaS software release tested by QA for a full scope of security risks

Physical and Environmental Security

Our service is hosted at top-tier data centres. The data centre provider maintains:

- Biometric scanning for controlled data centre access
- Security camera monitoring at all data centre locations
- 24x7 onsite staff provides additional protection against unauthorised entry
- Unmarked facilities to help maintain low profile
- Redundant HVAC (Heating Ventilation Air Conditioning) units which provide consistent temperature and humidity within the raised floor area
- Sensors to detect environmental hazards, including smoke detectors and floor water detectors
- Raised flooring to protect hardware and communications equipment from water damage
- Fire detection and suppression systems (dry-pipe, pre-action water-based)
- Redundant (N+1) UPS power subsystem with instantaneous failover

(NOTE: All KantanMT data centres are hosted by Amazon Corporation.)

eCommerce Transactions

Our eCommerce service is hosted by certified and compliant industry leaders. These maintains:

- Full PCI DSS Level 1 certification
- SAS70 type II, SSAE 16, CAN-SPAM and EU Safe Harbor compliance
- Traffic encryption through state-of-the art encryption layers
- Multiple segregated networks; highly restrictive configured firewalls and routers
- Regular audits by external security firms
- Intrusion Detection System monitors network and system-related parameters
- Security experts and system administrators on call 24/7

(NOTE: eCommerce services are hosted by Cleverbridge GmBH.)

KantanMT Enterprise-class Infrastructure

A cloud-based Machine Translation platform is a mission-critical aspect of your business. That's why KantanMT provides you a state-of-the-art, secure platform along with ease of use and zero maintenance.

Designed for Top Performance

KantanMT runs on a cloud infrastructure designed to provide the performance and reliability features that companies of all sizes should expect:

- Multi-tenant, secure, scalable platform
- Top tier, global data centres with guaranteed 99.9% up-time
- High-speed server technology, load balancing and an advanced storage infrastructure
- Uninterruptible power and backup systems, plus fire/flood prevention at storage sites
- Continuous monitoring by a support team of certified experts

(NOTE: All KantanMT data centres are hosted by Amazon Corporation.)

Advanced Security Features

At KantanMT, security, integrity and the availability of our customers' data is a top priority. We believe this is vital to their business operations and to our own success. Therefore, we use a multi-layered approach to protect and monitor this information, including:

- Sophisticated data encryption
- Passwords are stored only using hash algorithms
- All User sessions are protected by unique session tokens and re-verification of each transaction
- Comprehensive network protection
- Global security compliance — our third party providers has been issued an SSAE 16 Type II report and is Safe Harbor certified

Industry Leading Email Deliverability

Successful email deliverability depends on a combination of best practices, email authentication and reputation. Your monthly subscription includes high-performance servers optimised for maximum email deliverability, 24x7 monitoring, reputation and blacklist management, sender authentication set-up (DKIM, SPF, etc.) and certified IP addresses for trusted mailers.

Account Settings and Global Access Controls

Administrators control the account settings of all KantanMT users and can easily configure permissions and privileges for user accounts.

KantanMT.com Privacy Statement

Date of last revision: August 1, 2011

Introduction

Protecting personally identifying information is a core KANTAN value. This Privacy Statement describes how KANTAN collects and uses the personally identifying information you provide on our Web sites and on KANTAN Internet applications that appear on third party websites. It also describes the choices available to you regarding KANTAN's use of your personally identifying information and the steps you can take to access this information and to request that we correct or delete it.

- If you have questions about this Privacy Statement or want to contact us regarding how we handle your data, please send an email to privacyquestions@KANTAN.com.

How We Collect and Use Your Personally Identifying Information

KANTAN Programs and Services

If you apply to become a KANTAN client, we will use the personally identifying information you provide (e.g., your name, address, email address, company information and payment information) to follow up with you about your application and facilitate the enrolment process.

We also use this information to provide you with customer support and to communicate regularly with you. While providing you with customer support (including through the live chat feature on our website) we may also gather additional information from you. From time to time we will also offer you the opportunity to receive information about products or services offered by our third-party partners. We will not share your personally identifying information with these third parties for their marketing purposes, unless we have your permission to do so.

We use information submitted through our Web site or collected through email or hard copy surveys to analyze the characteristics of our customers and improve our services. We will occasionally provide anonymized aggregated statistics about our clients in reports made available to them, to third parties, or to the general public. These reports will not identify individual KANTAN clients.

- If you wish to obtain information about KANTAN programs and services, we will collect your name, email address, phone number, and additional company information. We use this information to contact you about your request, or to follow up with you about the programs and services in which you have expressed an interest.

KANTAN Communications

If you sign up for KANTAN newsletters, webinars, our online behavioural advertising notice opt-out reminder e-mails, or other communications or you want to contact us generally, we will collect your contact information to fulfill your request. To unsubscribe, follow the unsubscribe link that appears at the end of each communication.

Other Information We Collect

Consumer Opinion Surveys

We occasionally conduct online consumer surveys to learn about your views on our products and services. We do not collect personally identifying information in these surveys. We use the survey data for research and to improve our services.

Cookies

Cookies are very small text files that are stored on your computer when you visit certain web pages. We use cookies on our site to:

- help you navigate our website
- facilitate the sign up and login process for our services

- personalize your experience
- analyze which pages our site visitors visit
- measure advertising and promotional effectiveness

Information Automatically Collected By Our Site

As is true of most Web sites, we gather Web server log file information automatically such as your IP address, browser type, referring/exit pages, and operating system. We use this information to administer our website, understand how visitors navigate through our Site and to enhance your experience while using our Site.

How We Share Your Personally Identifying Information

We may provide your personally identifying information to companies that provide services to help us with our business activities such as web site analytics or offering customer service. These third parties are authorized to use your personally identifying information only as necessary to provide these services to us.

We may also disclose your personally identifying information

- as required by law such as to comply with a subpoena, or similar legal process
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud or respond to a written government request
- if KANTAN becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, we will provide notice before personally identifying information becomes subject to a different privacy statement
- to any other third party with your prior consent to do so

We will share your personally identifying information with third parties only in the ways that are described in this Privacy Statement. We do not otherwise sell your personally identifying information to third parties.

Accessing and Updating your Personally Identifying Information

To review and update your personally identifying information to ensure it is accurate, contact us; or, if you are a KANTAN customer, use our online tools.

KANTAN will make commercially reasonable efforts to provide you reasonable access to any of your personally identifying information we maintain within 30 days of your access request. We provide this access so you can review it, make corrections or request deletion of your data. If we cannot honour your request within the 30-day period, we will tell you when we will provide access. In the unlikely event that we cannot provide you access to this information, we will explain why we cannot do so.

Security

Providing security for the personally identifying information you submit via our Site is a priority for KANTAN. We take appropriate security measures to protect against unauthorized access to; or unauthorized alteration, disclosure, or destruction; of your personally identifying information. We use Secure Socket Layer (SSL) to encrypt the transmission of data on the KANTAN web application, payment and login pages.

- Please be aware, however, that no transmission of information via the Internet can be entirely secure. You should, therefore, always use caution when submitting personally identifying information online.

Links to Other Web Sites

This Privacy Statement applies to KANTAN Web services only. Our Site includes links to other Web sites. If you submit personally identifying information to any of those sites, your information is subject to their privacy statements. We encourage you to carefully read the privacy statement of any Web site you visit.

Changes to this Privacy Statement

Please note that this Privacy Statement may change from time to time. If we change this privacy statement in ways that affect how we use your personally identifying information, we will advise you of choices you may have as a result of those changes. We will also post a notice on our home page that this Privacy Statement has changed.