# CONSIGNO CLOUD SECURITY ASSESSMENT

**consignO**
Cloud

As organizations are looking into digital transformation – specifically for an electronic signature solution – it is important to ensure that the signature solution is based on strong policies. Security measures concerning data collection and privacy policies must also be thoroughly implemented. As such, Notarius has created a series of questions and answers to help assess the technical security aspects of a cloud-based electronic signature platform.

## TECHNICAL SECURITY QUESTIONS

**(1) WHERE WILL THE DATA OR SYSTEMS BE HOSTED, INCLUDING BACKUPS?**

All of the infrastructure used to support the ConsignO Cloud platform, including document storage, is located in Toronto and Montreal (Canada).

**(2) WHERE IS THE BACKUP (DR) SITE FOR THE HOSTED SOLUTION LOCATED?**

ConsignO Cloud has a High Availability (HA) architecture with an Active-Active configuration. In the event that one site goes down, the load would automatically be shifted to the other site. Our two active sites are in Toronto and Montreal. An offline encrypted backup is also stored in Montreal, Canada.

**(3) DESCRIPTION OF HOSTED INFRASTRUCTURE – SERVER TYPES, STORAGE SYSTEMS, SWITCHING BACKBONE, ETC.**

Notarius uses resources in data centres located in Canada. All hardware hosting the infrastructure is cloud-based, excluding HSMs (Hardware Security Modules). HSMs are located on Notarius' premises located in the province of Quebec, supported by dual switch, dual firewall and dual ISP.

**(4) WHAT TYPE OF FAILOVER IS USED FOR REDUNDANCY (HIGH AVAILABILITY OR MANUAL FAILOVER, EXPECTED RECOVERY TIMES, ETC.)?**

All instances use high availability (HA) and are load-balanced to multiple sites in Canada. Each site is connected through a load-balanced VPN on premises.

### ⑤ WHAT IS THE DAILY BACKUP STRATEGY AND IS IT STORED OFF-SITE?

Notarius backs up ConsignO Cloud data every 6 hours, every day. Backups are stored on premises in Canada. Weekly offline backups are stored off-site in Montreal (Canada).

### ⑥ IS DATA ENCRYPTED ON THE HOSTED SERVERS AND, IF SO, WHAT TYPE OF ENCRYPTION IS USED?

All user data is encrypted at rest, in the database, using AES256-CBC encryption.

### ⑦ WHAT TYPE OF ENCRYPTION IS USED IN THE TRANSMISSION OF INFORMATION TO AND FROM THE HOSTED ENVIRONMENT?

All communications are encrypted. User sessions are protected through browser TLS security, and communication between sites is encrypted with IPSec VPN.

### ⑧ HOW IS ACCESS CONTROL MANAGED? WHAT ARE THE PROCESSES AND PROCEDURES IN PLACE FOR THE AUTHORIZATION, CREATION, PROVISION AND REMOVAL OR DEACTIVATION OF USER ACCOUNTS AND/OR ACCESS PRIVILEGES?

Notarius is ISO 27001, ETSI 319 411 (eIDAS); all access control management and processes are strictly audited. Requests, authorizations and execution are all completed by separate employees, following the principle of a rigorous separation of duties.

### ⑨ WHO HAS ACCESS TO DATA AND/OR SYSTEMS, WHAT LEVEL OF ACCESS AND FROM WHAT LOCATION TO OPERATE THE INFRASTRUCTURE?

Only System Administrators have access to the production environment. All administrators are full-time employees of Solutions Notarius, all located and working in Canada.

### ⑩ HAVE EMPLOYEES WITH ACCESS TO THE ENCRYPTION KEYS UNDERGONE SECURITY CHECKS SUCH AS REFERENCE, BACKGROUND, AND CRIMINAL RECORD CHECKS PRIOR TO HIRING?

Notarius is ISO 27001, ETSI 319 411 (eIDAS); security checks are mandatory for all employees of Solutions Notarius, both before hiring and every 2 years thereafter.

### ⑪ WHAT ARE YOUR POLICIES REGARDING DOWNLOADING OR SAVING INFORMATION FROM A SERVER STORING CUSTOMER DATA, INCLUDING TAKING THAT DOWNLOADED DATA OFF SITE??

**Customer authenticated users:** can download signed documents and audit trails.

**Signers:** can download documents to be signed or documents they have already signed.

**Notarius:** Encrypted backups are stored within the security perimeter. Weekly offline encrypted backups are stored in a secure location.

### 12  WILL CUSTOMER DATA BE ACCESSED FROM OUTSIDE OF CANADA AND, IF SO, IS DOWNLOADING RESTRICTED?

ConsignO Cloud is a web-based solution accessible from anywhere, provided that the user or signer can log in using two-factor authentication. See Q11 for the downloading policy. Since geolocation can be easily tricked using VPNs and proxies, restriction is based on multi-factor authentication.

### 13  HOW ARE SYSTEMS ADMINISTERED, ARE AUDIT LOGS MAINTAINED FOR ACCESS AND FOR HOW LONG? IS ACCESS OF LEAST PRIVILEGE USED FOR ADMINISTRATORS?

Notarius is ISO 27001, ETSI 319 411 (eIDAS); all audit logs are strictly reviewed by internal auditors every quarter and every year by external auditors. Notarius always follows the principle of least privilege, especially for system administrators, when possible.

### 14  WHAT ARE AVAILABILITY SERVICE LEVEL GUARANTEES (UPTIME)?

99,5 %

### 15  EXPLAIN YOUR CHANGE CONTROL PROCEDURES.

Notarius is ISO 27001, ETSI 319 411 (eIDAS); all change controls are strictly audited. Requests, authorizations and execution are all completed by separate employees, following the principle of a rigorous separation of duties. Strict procedures must be followed.

### 16  DO YOU HAVE AN INCIDENT RESPONSE PLAN AND HOW DO YOU RANK INCIDENTS?

Notarius is ISO 27001, ETSI 319 411 (eIDAS); all incidents are reviewed and ranked by their Availability, Integrity and Confidentiality impact. The response plan is then adjusted or created to lower the risk.

### 17  WHAT MALWARE PROTECTION IS USED?

Notarius uses up-to-date Symantec corporate protection software on every server and user computers, and external scans are executed weekly using Delve Lab's Warden platform.

### 18  WHAT TYPE AND LEVEL OF FIREWALL PROTECTION IS EMPLOYED?

A virtual private firewall is used and can reach layer 5 of the OSI model. The firewall ACL is based on the IP, port, session, applications and users.

### 19  HOW IS DATA DESTROYED OR REMOVED? WHAT IS THE TIMEFRAME?

All documents uploaded in ConsignO Cloud are deleted upon project expiration or upon user request using the web interface or API. On-site and off-site backups are conserved for up to a year.

## 20  ARE YOU PAYMENT CARD INDUSTRY DATA SECURITY STANDARD (PCI) COMPLIANT (IF APPLICABLE)?

All credit card information is entered on our merchant page; credit card numbers do not go through our systems. Our payment merchant is PCI-certified.

## 21  REFERENCE ORGANIZATIONS USING THESE SERVICES:

Barreau du Québec (Quebec's Law Society)
Université de Montréal
Office des Professions du Québec
Réseaux Agriconseils

Tribunal administratif des marchés financiers
Association of Municipalities Ontario (AMO)
City of Vaudreuil-Dorion
City of Drummondville

# Who is Notarius?

A leading expert in electronic signatures, digital signatures, and long-term document reliability since 1998, Notarius is the only Canadian frm that issues trusted signatures recognized by Adobe (Adobe Approved Trust List – AATL) and eIDAS (electronic IDentifcation Authentication and trust Services). Notarius is an environmentally responsible, certifed carbon-neutral business that holds ISO 27001 and ISO 9001 certifcations. In addition to our certifcations, you get peace of mind from knowing your documents are admissible as evidence (not merely prima facie evidence) under Canadian law.

## Our Expertise

Notarius has helped hundreds of organizations transition to digital technologies by helping professionals adopt 100% digital practices that comply with the requirements of their professional association. Thousands of professionals, executives, employees, clients, and partners use our products to sign millions of legally reliable documents every year. Notarius has a proven trackrecord, developing solutions that meet the most stringent standards of security and confdentiality.

## Environment

In addition to lowering document management costs and enhancing productivity, transitioning to digital signatures enables you to reduce paper use for a substantially smaller environmental footprint.

## ?  For More Information

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notarius
Digital transformation.
Legally reliable documents.