

Verified Volunteers Operational Security

Introduction

Verified Volunteers takes significant measures to ensure the security and confidentiality of all sensitive data. From encrypted databases and communication links, to ongoing security monitoring and assessments, Verified Volunteers uses all available means to safely store, transmit and process information. A layered security strategy that includes technical, procedural and quality controls ensures that all data is handled with the utmost concern for safety and privacy.

Security Features

External Infrastructure

The Verified Volunteers application infrastructure follows best practice designs in ensuring the security of the web application environment. After authentication to the Verified Volunteers application, all transactions are carried over an encrypted connection to the web server, and application communications take place over a secure VLAN on the internal network. All data is housed in an encrypted database on fault-tolerant storage and is replicated in real time to an alternate facility. This design allows for full confidentiality of all data by ensuring encryption while in transit between systems as well as while it is at rest in our secured data center.

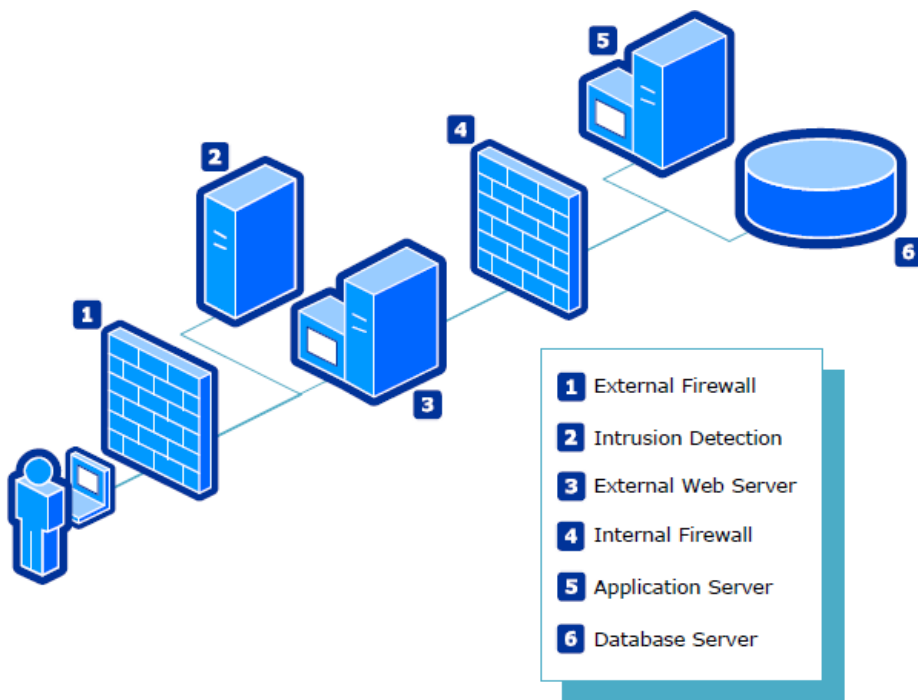


Figure 1: Strong External Security

Internal Infrastructure

Verified Volunteers is committed to information security in all aspects of its operations, focusing not only on external systems but on internal systems as well. Verified Volunteers

employs industry best practices in our software development processes, change management processes and infrastructure management processes.

Maintaining the integrity of the production operational environments is a primary focus. To achieve that goal, the development, quality assurance and production environments are segregated from one another using both firewall and network segmentation technologies. This ensures that application developers can neither impact, nor access, the data and applications contained within the secured production segments.

Technology Operations

In the customer operations environment, Verified Volunteers has implemented a robust and secure architecture that ensures continuing security and confidentiality of all data. By leveraging virtualization technology, secure application environments and strong physical security controls; Verified Volunteers has built an environment that protects all of the data under our control from loss.

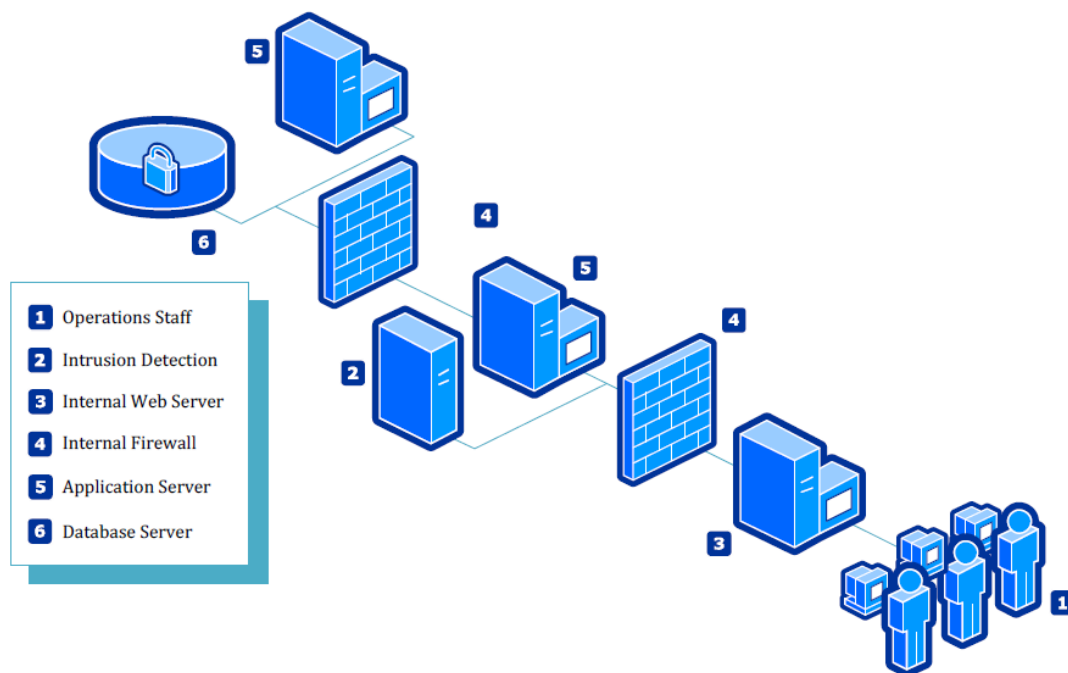


Figure 2: Strong Internal Security

When the time comes to return data to our clients, Verified Volunteers takes the same measure of care that we take in protecting the data while it is under our control. Verified Volunteers employs desktop protection that prevents copying of protected information, and uses data loss prevention technology on outbound systems that is able to ensure that sensitive data is encrypted when being returned to our customers. This same technology monitors for the transmission of sensitive data and allows us to monitor for abnormal behavior.

Audits

To complement and verify our set of security controls, Verified Volunteers undergoes three different audits with external vendors each year. External auditors perform a network perimeter security assessment, an application penetration test and a physical security assessment at our key facilities.

The Verified Volunteers Privacy Policy is posted in accordance with applicable regulations and is available at the Verified Volunteers website¹.

World-Class Protection for International Reach

Verified Volunteers complies with all national and local regulations with respect to the storage and transmission of sensitive data, and is hosted at ISO 27001-audited data centers. During the normal course of our business, client data is stored inside the United States on servers owned and maintained by Verified Volunteers. This data is accessed by Verified Volunteers employees located in several countries specifically chosen to optimize efficiency, quality and cost for our customers. This globally diverse presence allows Verified Volunteers to provide the world-class service that our customers have come to expect.

Verified Volunteers' operational resources access data stored on secured servers located inside the United States. Access is restricted to only that data which is needed to fulfill the request, and is encrypted while it is being transmitted. In addition, access is restricted to devices that do not allow the download of data to removable media or storage on any system. All operational activity takes place on systems located inside the United States and is displayed to the user using secure virtualization technology. Operational facilities are secured locations, and all employees are fully screened by Verified Volunteers.

Verified Volunteers further enhances the security of our systems by ensuring all outbound email is screened for sensitive data and encrypts that data before it is transmitted. Regardless of the location from which the work is performed, the exact same information security standards and technologies are applied, ensuring security and operational excellence from every facility.

About Verified Volunteers

Verified Volunteers is the next-generation platform for volunteer screening. Our solution helps nonprofit organizations better fulfill their missions by reducing the resources spent on protecting and growing their organizations. Our platform empowers volunteers to take greater ownership of costly, time-consuming screening and onboarding processes. Verified Volunteers is a SterlingBackcheck Company and is a strategic partner of Points of Light, the world's largest organization dedicated to volunteer service. For more information, visit www.verifiedvolunteers.com.

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<http://www.verifiedvolunteers.com/privacypolicy.html>