



DriveHQ Security Overview





About DriveHQ

- Based in Silicon Valley, DriveHQ is the first cloud IT solution provider.
- DriveHQ has over 1.7 million registered customers from all over the world and across many industries.
- DriveHQ has tens of thousands of business customers, mostly SMBs. We also have a few very large customers. (see <http://www.drivehq.com/about/testimonials.aspx>)
- Self-funded and completely focused on technology & services, DriveHQ is a profitable company with a proven business model & track record. We don't rely on marketing hypes or burning VC money.
- DriveHQ's mission is to offer SMBs a one-stop shop for all core IT services at a very affordable price. It can replace or complement their in-house IT solutions.



Facility

DriveHQ's datacenter is co-located with Hurricane Electric in Fremont, California. (One of the largest global Internet networks since 1994)



The datacenter features:

- Redundant power supplies, UPS and backup generators
- Redundant Internet connections, multi-paths to most locations in the world
- 24x7 onsite security, surveillance cameras, automatic monitoring & alarm system
- Virtually unlimited network bandwidth and storage capacity
- Fully redundant hardware - no single point of failure



Network Operations & Support

- DriveHQ has multi-tier network operations, system monitoring and emergency response:
 - 24x7 automatic monitoring & alarm system within our datacenter;
 - 24x7 automatic monitoring & alarm system from outside;
 - 24x7 on-duty network monitoring, support and operations team;
 - 24x7 Hurricane Electric colocation support team

- DriveHQ offers many services that can backup for each other, e.g.:
 - DriveHQ.com website and FTP site can backup for each other;
 - DriveHQ webmail and SMTP/POP3/IMAP email server can backup for each other.

With our state-of-the-art redundant system design, **our site uptime is well over 99.99%**.
For enterprise customers, DriveHQ offers SLA (Service Level Agreement).



Security Policies

- We follow the industry's top security and privacy practices.
- Only senior operations personnel can access the data center. All activities are logged to ensure accountability and strict adherence to procedures.
- We have a 24x7 automatic monitoring system which detects system problems, abuses, or intrusions. Network administrators are notified immediately of any problems.
- All employees are required to have strong passwords and must change them periodically.
- New security patches are tested and installed as soon as possible.
- Firewalls, security software, and anti-virus software.



Privacy Policies

- We only collect from customers data that is deemed necessary.
- We do not sell your data or customer information to any 3rd party company.
- Customer's credit card information is never recorded in our system.
- We do not send any spam emails, and we forbid our users from sending them.
- Customer data is never accessed by DriveHQ unless requested by customer, or for compliance with the law enforcement, or if we detect a service abuse.



Security Technologies

➤ Data Security and Privacy

By default, files uploaded to your DriveHQ account are secure and private. Even if a hacker has your file URL, he cannot access your file as they cannot be linked from any other web pages.

➤ Network Transfer Security (SSL)

- By default, DriveHQ.com website uses 128-bit SSL (the same standard as banks use) for transferring sensitive data, such as your credit card info. You can also set to use SSL for the entire website.
- All DriveHQ software and services support SSL.

➤ Data Encryption

- For ultimate security and privacy, DriveHQ client software supports "Encrypted Folder" and "Backup with Encryption" features. Your files are encrypted locally before they are uploaded to DriveHQ. Without your private encryption key, nobody, incl. DriveHQ Operational Managers or any hackers, can read your files.

➤ Data Protection

- DriveHQ uses multiple levels of redundancies to protect customer data. Each set of our storage system can survive at least 3 disk failures at the same time.

➤ File History and Versioning

- DriveHQ website, FileManager and Online Backup support file versioning. If you accidentally overwrite a remote file, you can still retrieve the old version.

➤ Event Log

- Activities to your account & data can be recorded. This helps detect un-authorized access to your data.

➤ Group Security Policy and IP Restriction

- Businesses with a group account can set password policies and IP address restrictions.



Manage User Types & Roles

- DriveHQ Group Account Service / Enterprise Service allows customers to create sub-users of different roles. There are 5 user types:
 - Group Owner User
 - The first user in the group; responsible for initial account setup and service ordering. The username is the group name (usually the company name). A group owner is a super user who has full control to the entire group.
 - Group Administrator
 - Can create and manage sub-users; can logon as a sub-user; can allocate storage space and download bytes to sub-users, etc.
 - Sub-group Administrator
 - Can create and manage a sub-group of users that belong to the sub-group. Cannot manage users not belong to the sub-group. This user type is usually for department or branch managers.
 - Regular Group Member
 - A regular group member user can access all DriveHQ services and features except the administrative features. This user type is usually for regular employees.
 - Guest User
 - A guest user is like a regular group member, except he/she cannot access any group-shared folders/files. This user type is usually for external clients.



Data Access Control with Activity Log

DriveHQ Cloud IT system allows fine grain control over what data your users or sub-users (incl. employees and clients) can access. It has the following security features:

- Create different sub-accounts with different usernames and passwords. Sub-accounts can be assigned with different roles, e.g.: Group Admin, Sub-group Admin, Regular Member and Guest User.
- Group your users into different sub-groups and contact groups.
- Restrict a user, sub-user, sub-group or contact group to only being able to access certain shared folders with certain permissions.
- Give a user different permissions to different folders.
- Allow or not allow sub-users to see other group members in their group.
- Record event logs of your sub-users or folders so you can audit the activities.
- If you share a folder to non-DriveHQ members, they will only have read access to it.



Folder Publishing and Drop Box

- You can publish a folder for anybody to download or upload. You can still maintain your account security as the access is limited to the specific folder.
- You can publish your folder so that anybody can access the published folder and files in it using the Publish URLs. They will have read-only access.
- You can create a drop box folder so that anybody can upload files to you using the drop box URL securely. They cannot access the drop box folder to read/download/edit/delete files.



HIPAA, SAS70 and ISO 27001 Compliance

A common misconception is that organizations can simply find an offsite storage provider that solves all regulatory compliance issues for them.

DriveHQ's service can help you meet such rules. You still need to make sure to follow the right procedures and take the appropriate actions to ensure such compliances. What we offer that relates to being HIPAA compliant is safe and secure offsite storage, multiple levels of redundancy of our storage equipments, power supplies and network connections, 24/7 onsite security, user access control and data encryption.

To help you meet such requirements, you can follow the following guidelines:

- Make sure you use strong passwords and never share them with other people.
- Use DriveHQ's Online Backup software to schedule automatic backup of your data.
- When sharing folders to different people, make sure to select the appropriate permissions.
- Both DriveHQ FileManager and Online Backup software support SSL/HTTPS and folder encryption. With folder encryption, your files will be encrypted using your own encryption key before being uploaded. Files remain encrypted while stored on DriveHQ servers.
- Dependent on your needs, DriveHQ has more security tools.



HIPAA, SAS70 and ISO 27001 Compliance

➤ Is DriveHQ Compliant with HIPAA, SAS70, ISO 27001?

- Based on our track record and our internal security review, we believe we are. However, we have never tried to get the certifications. The main reasons are:
 - DriveHQ offers products and services that are not specifically targeted toward any one type of business. We are not required to get these certifications. Our offered services are similar to what is provided by your ISP, hardware, and software vendors, who are also not required to obtain these certifications.
 - To obtain such certifications requires a lengthy and costly process. We would rather devote our resources to providing our customers with better products & more savings.

While we pride ourselves with having highly secure technology built into our system, customers are also provided with additional security and administrative tools to enable features like SSL, folder encryption, user roles and ACL-based access control.

DriveHQ service is suitable for almost any businesses. We can help you become compliant to the regulatory requirements, e.g.: HIPAA requires you to backup your data offsite securely. DriveHQ encrypted backup is an ideal solution to this. Many customers in healthcare industry and financial industry are already using our service.



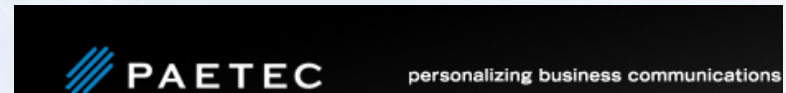
Our Customers

The majority of our customers are SMBs.





Some of our clients include...





Go Cloud IT!

Why continue to worry about the security and accessibility of your data when you can simply go with DriveHQ?

- DriveHQ's cloud servers are redundantly backed up and monitored 24x7 by experienced IT professionals.
- DriveHQ's Online Backup protects your data in the event of major disasters like fires, earthquakes, floods, burglaries.
- You don't need to be an expert to manage your IT. You can easily do so online. And if you ever have any problems, DriveHQ's support staff is there to help you.
- With DriveHQ, you don't need to order dedicated T1/T3 connections and you don't need to set up a complicated VPN.
- Our system is extremely secure and we even offer folder encryption for those who need the ultimate level of data security.



Choose DriveHQ

You can't go wrong with DriveHQ! We have...

- Top quality service since 2003
- More than 1.7 million registered customers, tens of thousands of business customers, including some very large corporations, government offices and non-profit organizations.
- Unique position in the Cloud IT service space. (The 1st cloud IT solution provider. Cloud IT is far more than just cloud storage or backup)
- Solid financials: a profitable company with a strong growth momentum.

We strive hard to offer the best services and support to our clients and partners. If you have any questions, please contact us via email or phone.

<http://www.drivehq.com/About/contacts.aspx>