

Security FAQs

Servers

Where are the servers located?

Amazon: US-East (N. Virginia) and US-West (N. California).

How secure are the servers?

Amazon's infrastructure takes a world class approach to securing their servers. For details regarding Amazon's security please read the following: <http://aws.amazon.com/security/>

If the software requires a web server, is the web server configured to use SSL version 2 and refuse connectivity on SSLv3?

We've disabled SSLv3, AND SSLv2 due to the recently discovered vulnerabilities. We currently support TLS 1, TLS1.1, TLS1.2

Certifications

Which security certifications do you have?

Dedicated security staff with multiple security certifications. Guidebook complies with the US-EU Safe Harbor Framework. In the UK, we also have data protection certification from the ICO.

Are you PCI compliant?

We delegate credit card transactions to Stripe, which is PCI compliant.

Does the software vendor possess SAS70, SOC or SSAE16 Audit credentials?

At the time we do not, but AWS has these audit credentials which is where Guidebook servers are housed. More information on Amazon's compliance credentials can be found here:

<https://aws.amazon.com/compliance/>

Additionally, we conduct vulnerability assessments against our applications on a bi-annual basis. Results of these assessments can be shared upon request.

Users' personal data

When someone sets up a login (i.e. don't use Facebook, LinkedIn, etc.) what happens to that data?

The data is stored on Guidebook's servers (Amazon).

They need to provide an email and password, and we want to know if this is used by Guidebook in any way, and for what purpose?

The email and password is used for authentication only. We also use the account for syncing schedule data and to-do items across the user's devices (phone, tablet, desktop).

Are there any user passwords stored within the software or software database?

User passwords are stored as a one-way bcrypt hash in our database (Amazon RDS), which is also encrypted at rest.

What steps will be taken to reasonably ensure that accounts cannot be compromised?

Guidebook takes a proactive and holistic approach to security. Developers write security related unit tests, administrators ensure we have properly configured security controls and we contract security vulnerability assessments and penetration tests to highly respected third-party security engineers to validate our products.

One of the ways people can access the app is by adding their phone number so they receive a text. Where are those phone numbers stored?

Phone numbers submitted for text messages are not stored. After the message is sent, the number is discarded from memory.

Builder data

How long does the data on Guidebook stay active for? I know you can't make any changes to the guides after 2 weeks but is the content still available on the person's phone after then?

The content is available on the person's device indefinitely.

How long is the data stored in our back end administrator account? Do we just export everything at the end of the event and then close down the app?

The data is stored indefinitely on Builder unless requested by the event organizer to remove. After requested removal, it is permanently removed after a 1-week period.

Are the password strength requirements configurable?

User accounts are not configurable. Password protected guides are configurable.

Do these passwords automatically expire periodically?

The passwords do not automatically expire.

What information is encrypted?

Data is encrypted in flight and at rest.

Authentication

Does the product support integration with third-party security architecture such as Active Directory (AD) and Lightweight Directory Access Protocol (LDAP) groups for user authentication (via Kerberos tickets/AD certificates) and authorization? How is that managed?

There are no third-party integrations at this time.

Other

Does the product support Security Assertion Markup Language (SAML)?

No support.

Does the product support Web Services Security (WS-Security)?

No support.

What are the development methodologies used?

Guidebook uses Agile and Scrum.