

www.the-hpo.com – SITE SECURITY & CONTINUITY POLICY

This policy statement is provided to assure users of the HPO Group / HPA online assessments and online management systems that we take very seriously both the security of data concerning your organisation and the ongoing provision of the service provided. With this aim, the following approaches have been implemented on the site:

Data Security

- Configured and monitored **firewall** on server
- **Encrypted password** access for all users
- Use of a **dedicated server**, which is not shared by other sites
- **Minimised number of internet 'ports'** open to the server
- **SSL (Secure Socket Layer) encryption** of transmitted data
- Data centre physical security is implemented with **access only through magnetically locked doors** that can only be unlocked with a special swipe card. The centre is **manned 24/7**, and is fully **protected by CCTV**. Customer **access is heavily restricted** and permissible only by prior appointment.

Service Continuity

- **Continual back-up** of web site and online assessment and management system software
- **Daily back-up of data** (midnight GMT)
- 'RAID 1' hard disks - **duplicate disks** hold all data. In the event of one of the disks failing there is always a second disk that is used
- The server is **protected against fire outbreaks** using the FM200 gas-based suppression system, designed to extinguish a fire within seconds without leaving any residue on hardware
- Data centre is equipped with **sophisticated air conditioning systems** set at 20 degrees C and 50% relative humidity to ensure the system operates as efficiently as possible. **Moisture detection systems** guard against leakages, alerting centre staff to any leak before it can affect service
- The power supply is designed with resilience in mind and equipped with **Uninterruptible Power Supply** to ensure a smooth, uninterrupted delivery of power to the server at all times

We are always looking to improve in these two areas as technology develops and becomes available, so that a high level of protection and service continuity is maintained. As these are implemented, this statement will be updated.

March 2005