

## Team Portal – Security Policy

For Team Portal, NetConnect AS' project tool, the following Security Policy apply in order to provide you with a healthy and secure access environment.

### 1. Site certificate information

NetConnect understands that the security of your personal information and business details is important to you. Whenever you submit personally identifiable or business identifiable information or transfer other information and documents to and from Team Portal, you will be doing so through our secure servers.

The Team Portal service only allows secure browsers access to the system. The browser's "secure mode" is in place only when you are logged in to the system. You will at all times have the confidence of being in a secure environment, visible through the padlock symbol besides the browsers page name field.

Every part of the user interface on Team Portal has been secured with a digital certificate by Thawte. The certificate's authenticity is shown via the "site certificate" that is resident on all secure pages. To view this certificate, click on the image of the closed lock on the bottom bar of your browser window. A small frame displaying site security information will appear. This allows you to verify the site certification authority and that you are in fact on a Team Portal official site.

### 2. User identification

Only Team Portal customers with Team Portal access can and access and see the content of Team Portal. Each user selects his/her own unique password for Team Portal. All passwords entered by a Customer will be stored and handled in an encrypted format and are not accessible for others.

After entering the required registration information as a new user you will be able to access your user account immediately, after receiving your access password by e-mail.

Upon first time access you will be required to choose a new minimum 5 character password. For choice of password, please ensure an accepted password creation procedure.

### 3. Loss of password procedure

The procedure is available on our Team Portal login site "Forgot your password?". The procedure will generate a new password for you.

### 4. Protection of information being transmitted

We use encryption technology to ensure the safe transmission of your information and documents when logged into the system. Your browser provides security by allowing us to use Secure Socket Layer (SSL) encryption up to 128-bit key length encryption when transmitting information and documents. The number of bits of secret key length varies between 40 and 128 depending on your browser's capability. The highest available bit length is always used. All communication between your computer and Team Portal is encrypted using SSL.

### 5. Protection of stored information

To protect and secure the Customers' stored information Team Portal has taken the following measures:

- Utilizing a firewall to protect our server farm and stored information. A firewall is a barrier to unauthorized traffic, blocking attacks before they can disrupt our service.

- Monitoring system and application activity logs to identify any unusual activity, from authorized and/or unauthorized individuals accessing our systems and/or making changes to stored information, for investigation.
- Housing the server farm in a highly secure building to provide additional protection against unauthorized access and changes to stored information.
- Employees at Team Portal cannot access a client's account. It is thus impossible for employees at Team Portal to access clients' documents. Team Portal has also taken special steps to ensure that only a few key people are aware of how the security system is designed and implemented.
- All employees at Team Portal are bound by a confidentiality and non-disclosure agreement prohibiting access to and dissemination of information handled by the company's clients when using the Team Portal.com Web service.

Information related to Customer data, required personal information in databases and browser cookies, is securely stored in accordance to Team Portal Privacy Statement, [http://www.teamportal.com/terms/Privacy\\_Statement.pdf](http://www.teamportal.com/terms/Privacy_Statement.pdf)

## 6. Internet connection and server architecture

The Team Portal.com server farm consists of a range of redundant hardware components including:

- Large bandwidth Internet connections to one of the main Internet connection points.
- Managed firewall.
- Application and Web servers in the form of several load-balanced multi-processor servers.
- Redundant database cluster configuration.
- Database server mirrored in a fail-over server, which will take over if the main server is interrupted.
- Highly secure computer facilities with cooling systems, UPS, backup systems and fire protection.

## 7. Backup routines

Team Portal have implemented the following backup routines:

- Every day an incremental backup that saves changes made to files over the last 24 hours is performed
- Weekly a complete backup is performed
- The encryption of the client's information is retained whenever backups are performed.
- Team Portal has implemented routines for restoring backed up data.

## 8. Accessibility

- The customer shall be aware and acknowledges that the customer's access to the Internet cannot be guaranteed and that Team Portal shall not be liable for deficiencies in the customer's own Internet connections
- NetConnect undertakes to provide the customer with access to the Team Portal services as specified in detail in the SLA's, which is available at your Customer panel as well as in general at [http://www.teamportal.com/terms/nc\\_description\\_of\\_service.pdf](http://www.teamportal.com/terms/nc_description_of_service.pdf).
- Regularly external security experts perform security audits of NetConnect's security measures

## 9. Changes in this policy

NetConnect reserve the right to modify or amend this Security Policy at any time and for any reason. You will be notified of changes in the Security Policy through our web sites and newsletters.

## 10. Additional information

## 11. Contact information

E-mail: [sales@teamportal.com](mailto:sales@teamportal.com) / [support@teamportal.com](mailto:support@teamportal.com)

### **NetConnect AS - HQ**

Postboks 358 Skøyen  
0213 OSLO  
NORWAY  
Phone: +47 21502940

### **NetConnect London Ltd.**

Charles House  
5 Lower Regent Street  
London SW1Y 4LR  
ENGLAND  
Phone: +44 (0) 20 8707 3368

### **NetConnect Americas Inc.**

31 Yachters Lane, Unit 1  
Toronto  
Ontario M8V 4C5  
CANADA  
Phone: +1 (416) 503-3399