1/7/2015

Elaine Roberts – Executive Director South Dakota Parent Connection

Elaine,
This letter is in response to your request for information on security and privacy for the Ibis system. Your specific requested items were:

1) Documentation of liability insurance to cover a data breech in your system.
2) Contact information for your Privacy and Security Officers.
3) Information about your secure data storage practices, including your security (SOC) compliance levels for all servers upon which SDPC patient data will be stored. For example: the SDPC server is backed up nightly and information secured and stored off site.

The following provides a summary with links to detailed documents where required:

Privacy and Security Officers:

Paul Floyd – Privacy Officer
paulf@sensciosystems.com
978-635-9090

Nick Murray – Security Officer
nick@sensciosystems.com
978-635-9090

Ibis Server/Storage Summary:
Senscio Systems Ibis service is hosted by Rackspace, www.rackspace.com. Rackspace is a cloud server and storage company with major data centers in Northern Virginia, Chicago, and Dallas. There are 4 Linux servers on the Rackspace Cloud service offer. We are hosted in their Northern Virginia data center. Rackspace does backup across facilities to assure location redundancy and disaster recovery.

Rackspace Cloud Service:
The following are the General Terms and Conditions for the Rackspace Cloud service offer:

      http://www.rackspace.co.uk/legal/generalterms

The following link provides the SLA agreement for the Rackspace Cloud service offer:

      https://www.rackspace.com/print/information/legal/cloud/sla

Data Backup:
Rackspace – provides weekly backup for all server data.
Senscio Systems – daily backup of all Ibis data.

SOC Compliances:
Rackspace adheres to a broad range of information security standards including ISO 27002, ISO 27001, SSAE16, SOC 1, SOC 2, SOC3, and PCI-DSS. Rackspace has completed SOC 1, SOC 2, and SOC 3 compliance audits. The following link provides the SOC 3 audit report from Ernst & Young LLP:

> http://c744563d32d0468a7cf1-2fe04d8054667ffada6c4002813eccf0.r76.cf1.rackcdn.com/downloads/pdfs/2014-rackspace-soc-3-report.pdf

Liability Insurance:
Rackspace is a large US based managed service provider. They carry their own liability insurance for their service offers. The following is a link to an extract from their 10-Q that provides the liability coverage they carry.

> http://www.wikinvest.com/stock/Rackspace_Hosting_(RAX)/Insurance

Senscio has a General Liability coverage policy with Norfolk and Dedham that provides occurrence/aggregate coverage of $1,000,000/$2,000,000 and Internet Security and Privacy coverage of up to $25,000. The entire policy is over 100 pages. The Internet Security and Privacy portion is 10 pages. We can send you a copy of the whole policy or any portion at your request.

Let me know if this addresses your requested items. We look forward to moving forward with the deployments and your successful use of the Ibis system.

Best Regards,

Paul Floyd – Senscio Systems COO / CFO