GLOVent Solutions (Pty) Ltd
Reg. #: 2011/132991/07 | VAT #: 4700264510
A: Battler House; 28 Roos Street
Fourways; Johannesburg
South Africa
T (SA): 086 101 7424 **| T (Int):** +27 11 568 0132
E: info@glovent.co.za **| W:** www.glovent.net

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Data Security in the GLOPortal Community Management System (CMS)

The protection of client's data is of critical importance to GLOVent Solutions. Handling sensitive client data is part of our core business and our right to exist would be threatened if we did not handle client data with the utmost care.

We have received and dealt with client data since the start of the company in 2006. We have since handled information of multiple clients, with our current client base currently exceeding 600 communities, representing more than 130,000 database members. We are proud to say that to date we have not lost any of our client's data and are not aware of any technical leakages.

POPI (Protection of Personal Information):

The South African Protection of Personal Information Act, No 4 of 2013 promotes the protection of personal information by public and private bodies.

The Protection of Personal Information (POPI) Act has been signed into law in South Africa on 19 November 2013 and published in the Government Gazette Notice 37067 on 26 November 2013. Once the Act is made effective, companies will be given a year's grace period to comply with the Act, unless this grace period is extended as allowed by the Act.

The President has signed a proclamation declaring some parts of the Protection of Personal Information Act No 4 of 2013 effective from 11 April 2014. The sections that became effective deals with the appointment of the Information Regulator, to which the National Assembly approved the appointment of members to the Information Regulator on 7 September 2016. The Regulator will be responsible for education, monitor and enforce compliance, handle complaints, perform research and facilitate cross-border cooperation.

Certain sections of Protection of Personal Information Act (POPI) have already commenced (under proclamation No. R. 25, 2014), but it is only a few limited sections. The majority of POPI (especially the sections that create compliance requirements) will only commence on a later date to be proclaimed by the President (expected to be in 2018).

We are comfortable that our products, services and standard operating procedures adheres to the core principles of data security which are generally accepted and also covered by the POPI bill. Once the POPI Act is fully proclaimed and active, GLOVent will obtain the necessary POPI act compliance certifications.

Technical Measures Implemented to protect Client Data:

On a high level, the following Technical measures are in place to protect client data:

GLOVent currently monitors security recommendation's, standards and best practices from organizations such as OWASP (www.owasp.org) and others to ensure our products and services are as secure as possible. It must be noted that no system can ever be "tamper" or "hack proof", this has been proven by the many successful attacks against some of the biggest online services in the world. GLOVent takes appropriate measures to prevent and minimize risks of unauthorized access to, improper use and the inaccuracy of the customer's personal information.

GLOVent will not disclose the any personal information to a person/company who is not directly involved in the delivery of our products/services or without the customer's permission, unless compelled by law/in terms of a court order to do so, or in public interest or necessary to protect the rights and ensure the integrity and operation of its business and systems.

GLOVent uses enterprise standard technology such as MYSQL RDMS, Java Programming Language and Jboss Application Server. These technologies are tried and tested and used by a vast array of businesses around the world to create secure systems.

GLOVent adheres to industry practices in terms of securing the servers that the GLOVent products are hosted upon, these practices include, but are not limited to, the use of Anti-Virus, RootKit Checking software, Secure Firewall Software and other best practice configuration standards.

SSL (Secure Sockets Layer) is used by GLOVent to establish an encrypted link between our servers and a web browser accessing the the GLOVent products. SSL is a connection standard security technology. (see details of our SSL Security Certificate at the end of this document).

The GLOVent Systems and Data are hosted Amazon Web Services (AWS) located in Ireland.

Commercial Measures Implemented to protect Client Data:

Data security (with specific reference to the member's personal information) is detailed in our standard Service Agreement. It is stated that GLOVent is not allowed to use the database for any other purpose than for the fulfilment of their agreement and is not allowed to make know or disseminate the database or any part thereof to any third party that is not directly involved in the delivery of the contracted products and/or services.

The Service Agreement also specifically notes that all data (including the member database, design elements, etc.) remains the property of the client and that GLOVent is to return this data to the client, and destroy any copies thereof, if requested.

For more information on GLOVent Solutions and our products and services, please visit our website at www.glovent.net. GLOVent can also be contacted at info@glovent.co.za.

Details of GLOPortal SSL Security Certificate:

COMODO SSL Analyzer
v1.0.13

Report for: cms.gloportal.co.za: *Certificate Details*

Common Name	ssl381754.cloudflaressl.com
Subject Name	commonName=ssl381754.cloudflaressl.com organizationalUnitName=PositiveSSL Multi-Domain organizationalUnitName=Domain Control Validated
Serial Number	4C7A5BD795E29CCDA0B8D013D07AC91C
Fingerprint (SHA-256)	98BAB292B8BE48D5B13317727393D9758FCC6AE726CE07D0E1D2CC83A42445CE
Valid From	Thu, 27 Apr 2017 00:00:00 GMT
Valid To	Fri, 03 Nov 2017 23:59:59 GMT
Key	EC (256-bit)
Signature	SHA-256 / ECDSA
Issuer Name	commonName=COMODO ECC Domain Validation Secure Server CA 2 organizationName=COMODO CA Limited localityName=Salford stateOrProvinceName=Greater Manchester countryName=GB
Issuer Brand	COMODO Creating Trust Online
Validation Type	*Domain Validated (DV)*
Trusted by Microsoft?	Yes
Trusted by Mozilla?	Yes

Certificate Status Details

OCSP "Stapling"	Good This Update: Sun, 09 Jul 2017 20:24:39 GMT Next Update: Sun, 16 Jul 2017 20:24:39 GMT
Must Staple? (TLS Feature)	No

Server Details

Software	cloudflare-nginx
IP Address	104.24.24.61
Port	443
Hostname	Unknown
Clock (ServerHello.gmt_unix_time)	Thu, 13 Jul 2017 08:49:44 GMT (Accurate)
Clock (HTTP "Date:" header)	Thu, 13 Jul 2017 08:49:44 GMT (Accurate)

Protocol Versions

TLS v1.2	Supported Immune to TLS POODLE attack
TLS v1.1	Supported Immune to TLS POODLE attack

TLS v1.0	Supported Immune to TLS POODLE attack
SSL v3.0	Not Supported Immune to SSLv3 POODLE attack
SSL v2.0	Not Supported Immune to DROWN attack
Protocol Features / Problems	
Downgrade Protection (TLS_FALLBACK_SCSV)	Supported
Secure Renegotiation (Server-initiated)	Supported
Secure Renegotiation (Client-initiated)	Not Supported
Legacy Renegotiation (Client-initiated)	Not Supported
Compression	Not Supported Immune to CRIME attack
Heartbeat	Not Supported Immune to Heartbleed attack
Server Name Indication	Supported
Session Resumption	Supported
Session Tickets	Supported
TLS Extension Intolerant?	No
Cipher Suite Negotiation Bug?	No
Signature Algorithms Enabled	None Immune to SLOTH attack
Cipher Suites Enabled	
Name (ID)	Key Size (in bits)
TLS_ECDHE_ECDSA_WITH_CHACHA20_POLY1305_SHA256 (0xCC14)	256 ECDH 256-bit (P-256)
TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256 (0xC02B)	128 ECDH 256-bit (P-256)
TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA (0xC009)	128 ECDH 256-bit (P-256)
TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA256 (0xC023)	128 ECDH 256-bit (P-256)
TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384 (0xC02C)	256 ECDH 256-bit (P-256)
TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA (0xC00A)	256 ECDH 256-bit (P-256)
TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA384 (0xC024)	256 ECDH 256-bit (P-256)
TLS_ECDHE_RSA_WITH_CHACHA20_POLY1305_SHA256 (0xCC13)	256 ECDH 256-bit (P-256)

TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256 (0xC02F)	128 ECDH 256-bit (P-256)
TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA (0xC013)	128 ECDH 256-bit (P-256)
TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256 (0xC027)	128 ECDH 256-bit (P-256)
TLS_RSA_WITH_AES_128_GCM_SHA256 (0x9C)	128
TLS_RSA_WITH_AES_128_CBC_SHA (0x2F)	128
TLS_RSA_WITH_AES_128_CBC_SHA256 (0x3C)	128
TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 (0xC030)	256 ECDH 256-bit (P-256)
TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA (0xC014)	256 ECDH 256-bit (P-256)
TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384 (0xC028)	256 ECDH 256-bit (P-256)
TLS_RSA_WITH_AES_256_GCM_SHA384 (0x9D)	256
TLS_RSA_WITH_AES_256_CBC_SHA (0x35)	256
TLS_RSA_WITH_AES_256_CBC_SHA256 (0x3D)	256
Miscellaneous	
Report Date	Thu, 13 Jul 2017 08:49:44 GMT
Report Duration	1 second

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