

Security and Compliance Controls

Physical Security

At our data centers:

- Access is limited to authorized personnel
- Badges and biometric scanning control access
- Security cameras provide video surveillance
- Independent firm perform annual audits

Environmental Controls

All of our data centers have the following:

- Dual power paths into the facility
- Uninterruptable power supplies (N+1 or greater)
- Diesel generators (service agreements with fuel suppliers)
- Fire suppression, smoke and flood detection

Network Infrastructure

Our network infrastructure provides the following:

- High-performance bandwidth
- Properly trunked and secured cables
- Proactive monitoring and route management
- Guaranteed uptime (backed by Service Level Agreements)

Human Resources

All of our data center employees:

- Are screened carefully and must pass background checks
- Sign non-disclosure and confidentiality agreements
- Undergo annual security awareness training

Operations Security

Our data center operations conform to:

- ISO 27001/2-based policies and annual review
- Documented change management procedures
- Secure document and media destruction policies
- Incident management and business continuity plans
- Continuous monitoring and third-party reviews

Data Retention Policy

Active Accounts. Data you enter while using www.onlinediscoverypro.com is saved in a SQL database located on our secure server configured with a Cisco Firewall and RAID 5 hard drives. Login names/passwords are encrypted. Data backups are performed full daily and incrementally. We rotate 14 days of backups and keep end of month backups permanently on a separate server. No credit card or bank account information is stored in our databases. The end user creates their own login names/passwords and assigns account permissions to their users. America's Software Corporation will not provide login information to any user except the authorized user on your account.

Inactive Accounts. Failure to pay the annual hosting/support fee results in the termination of your right to access www.onlinediscoverypro.com. Thirty days prior to your annual renewal date you will see a reminder at each login and the contact person on your account will be sent an email with a renewal form. Access to the software will be blocked if account is not paid by your renewal date. If you decide to end your subscription to OnlineDiscoveryPro, we recommend you export your data using the excel report option provided on the various report forms before your expiration date. You also have the option of printing your data in PDF form or exporting it into WORD. Once your account is inactive for over 90 days we may permanently delete any data left in your database. If you cancel your subscription and want your data deleted immediately, please contact us and we will remove it within 3 days of your request.

FERPA

The Family Educational Rights and Privacy Act (FERPA) affords parents and students over 18 years of age ("eligible students") certain rights with respect to the student's education records:

1. To inspect and review the student's education records within 45 days of receipt of written request for access

Parents or eligible students should write to the school principal, identifying the record(s) that they wish to inspect. America's Software Corporation will make arrangements for access and notify the parent or eligible student of the time and place where the records may be inspected

2. To request the amendment of the student's education records that the parent or eligible student believes to be inaccurate or misleading (FERPA provisions do not apply to grades).

To file a complaint:

Department of Education
Family Policy Compliance Office
400 Maryland Ave, SW
Washington, DC 20202-8520

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