

OpenText™ Core Cloud-to-Cloud Backup Security Overview

OpenText provides a secure online backup solution with internationally recognized accreditation for information security management

Highlights

- ISO 27001 certified, HIPAA and GDPR compliant
- Advanced AES-256 bit encryption
- SSL (HTTPS) enabled servers
- OAuth permission based access
- PCI compliant payment processor
- Certified by Microsoft, Salesforce.com, Google, and AWS

ISO 27001 certified and HIPAA, GDPR compliant

OpenText is ISO 27001 certified, which is an internationally recognized accreditation for information security management. We are also HIPAA and GDPR compliant and can provide a BAA Agreement on request.

Cloud Security Alliance (CSA)

OpenText participates in the Cloud Security Alliance STAR (Security, Trust and Assurance Registry) program using CSA's Cloud Controls Matrix (CCM). CCM is a framework of cloud-specific security controls ensuring that participating organisation adhere to leading industry standards, best practices and regulations.

Data security and encryption

All data is stored in Amazon S3 storage and encrypted using advanced AES-256 bit encryption algorithms. Transmitted data is encrypted and secured using SSL (HTTPS) enabled servers.

OpenText uses a unique encryption key for each customer, and the keys are securely stored. Use of a unique S3 folder for each customer ensures data isolation.

Additionally, every backup task has its own initial vector, which is stored securely and separately from the user key. This technique helps OpenText to encapsulate the users' data.

Our servers are strongly secured and hardened and include the latest security patches. Only a very limited number of OpenText's core team members have access to production keys.

User credentials

OpenText uses industry standard OAuth for permission based access when possible, eliminating the need to enter or store user credentials on the OpenText system.

The OAuth "token" limits access to exactly what OpenText needs to do and doesn't provide general access to your account. You can revoke authorization at any time. If OAuth is not available for a specific service then credentials are stored using advanced AES-256 bit encryption algorithms.

Two-factor authentication

You can add two-factor authentication to your OpenText account for additional security from the Account Settings page using any industry standard authentication app.

Payment processing

Payment processing, including credit card information, is hosted by our payment processor, which is fully PCI compliant. No payment information is handled or stored on the OpenText system.

OpenText website and application

Our website has a Secure Security Authorization Certificate issued by GoDaddy, and our application was reviewed and verified secure by Microsoft, Salesforce.com, Google, and Amazon Web Services.

Data access

Customer backup data is not accessible directly, it can only be accessed using the OpenText platform. OpenText backups can only be activated, deactivated or restored by the customer's Data Administrator.

Internal OpenText staff do not have access to customer data, and only a limited number of core team members have access to production keys based on a "need to know" policy for problem resolution.

Data retention

All backup data is retained as long as you maintain your OpenText subscription. If you choose to cancel your subscription, your data will be deleted from the OpenText archives within two weeks.

If you deactivate an individual user backup or database table/domain, that data will be deleted within 24 hours so we recommend downloading the data prior to deactivation if you want to retain the backed up data for local archiving.

Data privacy

OpenText archives can optionally be stored in Amazon US, European, or Australian data centers as need for compliance with data privacy directives.

EU Data Protection Directive and GDPR compliance

OpenText CloudAlly is based in Israel which was approved on January 31, 2011 by the European Commission as a country providing "adequate protection" for personal data under the European Data Protection Directive. OpenText is committed to ensuring that our services are compliant with the EU General Data Protection Regulation (GDPR) that came into law on May 25, 2018. GDPR replaces the existing EU Data Protection Directive and will standardize data protection laws across Europe. We will continue to provide GDPR information and updates as it relates to our service.

Partner certification

OpenText is certified Microsoft Platform Ready and has been tested and verified secure by Amazon Web Services, Salesforce.com, and Google Apps.