

DATA SHEET

OpenText Legal Hold security

Ensures information security and data privacy



Ensures quick, high quality updates with iterative release cycle



Audits all systems and processes annually as per IT standards



Maintains chain-of-custody for all data access processes



Guarantees 99.95% uptime of all systems and data

List of associated OpenText products the component works with:

- OpenText Legal Hold

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Built by information security, data privacy and digital forensics professionals, OpenText™ Legal Hold was designed and architected with security at its core. It includes access controls, data separation, encryption, third-party testing and analysis, certifications and employee background checks. It is a secure and trusted system for many Global 2000 and Fortune 500 companies, government agencies, Am Law 200 firms, boutique and specialty law firms and legal service providers.

Legal Hold security leverages Amazon Web Services (AWS) data facilities for state-of-the-art security, uptime and business continuity.

Feature name	Description
Data privacy and encryption	All data is secured and encrypted, both at rest and during transit. Encryption uses open-source encrypting mechanisms and has been designed and implemented by information system security experts.
Development process and change control	The creators of Legal Hold have designed and built industry-recognized tools and software for managing legal related information in a defensible and cost-effective way for more than a decade. Part of that success is attributed to the software development and strict change control process.
Auditing and tracking	Because everything may be used as evidence in a legal matter or as part of a legal process, it is critical that all actions and tasks are audited and tracked. All user and personnel actions are monitored, tracked and logged for legal auditability purposes.
Access restriction and control	Along with ensuring that data is kept private, all systems, including the product, are tightly controlled to ensure only authorized access.
System availability and data backup	It is critical that all data and systems are always accessible from anywhere around the globe. The appropriate systems and processes ensure high-availability to all customer data at all times.