



McGowan
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Global Lounge Security

NB: The provisions in this document are subject to change without notice.

In BRIEF:

Global Lounge is a cloud-based transcription workflow system that incorporates the following security applications:

- HTTPS secure web interface. 2048-bit ssl (secure socket layer) to encrypt online transactions and prevent phishing attacks
- Global Lounge's server is housed in a secure UK location with limited access, motion-detecting cameras, and earthquake-proof walls.
- Encrypted password system - only you know your unencrypted password
- Password-protected downloads - files can be downloaded only by users who are logged in
- Files encrypted during upload and on server (optional. Exceptions may apply.)

<i>In DETAIL:</i>	
Features	Description
Data protection during file transfer	
File transfer	Global Lounge employs SSL/TLS protocols to protect client authentication, authorisation and file transfers.
High-grade encryption	Global Lounge secures files in transit with no less than 2048-bit encryption using industry-standard encryption protocols.
Link generation	Global Lounge upload page URLs are uniquely and randomly generated using strong hash-based message authentication codes. Global Lounge provides technical countermeasures to protect links from guessing attacks.
Data protection during storage	
Datacenters	Global Lounge uses SSAE 16 Type II accredited or ISO 27001 certified data centres to host the SaaS application and metadata. All files are stored in SSAE 16 Type II (SOC1), SOC2 and ISO 27001 accredited data centres with high availability and durability ratings.
Encryption	Global Lounge optionally stores client files at rest using AES 256-bit encryption, a Federal Information Processing Standards (FIPS) encryption algorithm.
Firewalls	Files are processed using systems protected by securely configured firewalls that effectively limit and control access to network segments.
Redundant storage	Files are stored in replicate with a leading Infrastructure-as-a-Service (IaaS) provider that ensures high file durability and availability.
Backup	System files are backed up according to configurable file-retention and versioning settings.