



The Security Framework of Sophos Central

Our customers rely on Sophos Central to administer their security products and services from Sophos. At Sophos we take security seriously, and have taken measures to ensure that the Sophos infrastructure effectively and comprehensively protects our customers' data.

In this document we detail what data is collected, where the data is stored, how we protect that information, the steps Sophos takes to ensure the data is safe, and why customers can entrust their data to Sophos.

What data is collected and stored in Sophos Central?

Sophos Central collects a very limited set of personally identifiable information (PII) in order to protect endpoints, enforce security policy and provide reports:

- ▶ Sophos Central administrator login information - emails and passwords
- ▶ User data, both manually and/or automatically entered via Active Directory Synchronization - username, login, Exchange login, AD group information
- ▶ Policy information - settings (dependent of policy components), or example exemptions
- ▶ Device information - device name, last user, operating system information, status
- ▶ Events – type, e.g., web, device, malware, device information (file and path names, network locations, logins, etc.)
- ▶ Sophos Central does not store all end users' browsing history; only web events for "blocked" and "warned" pages are retained for reporting purposes

What is Sophos Live protection? What information is sent to Sophos with Live Protection?

Sophos Live Protection is enabled in Sophos Endpoint Protection by default, and its sole purpose is to supplement the local detection data by performing additional lookups to the Sophos Labs database. Sophos Live Protection performs this additional lookup using checksum and does not upload files to Sophos Labs.

More information on Sophos Live Protection can be found here <http://www.sophos.com/en-us/support/knowledgebase/110921.aspx> and Sophos privacy policy and standards can be found here: <http://www.sophos.com/legal/sophos-group-privacy-policy.aspx>.

Where is the data hosted?

We host the service using Amazon Web Services (AWS). During initial account setup, administrators can elect whether their data resides in the EU or the U.S. Access to data is strictly controlled and audited. For more information on Amazon Web Services, visit <http://aws.amazon.com/compliance/>.

Data security

All stored data is encrypted and all applications are running on secured operating systems; to ensure high availability, the system is load balanced and has fail-over between three sites, each running two instances of the software, any one of which is able to provide full service.

Sophos Central uses Transport Layer Security (TLS) to protect data in transit. Management communication between the client software and Sophos Central platform is performed over HTTPS to secure the data in transit, establishing "trust communication" via certificates and server validation.

Sophos Central never stores nor sends users' passwords in plain text. When a user signs up for an account, this new user must set a password as part of the activation process. We encourage users to set up private administrator logins, and have established a very simple process to enable admins to create multiple administrator accounts. Each user will receive an email to set his/her own password, thus maintaining privacy and security.

Sophos ensures that data cannot be accessed via the individual physical systems in the datacenter within the production environment. All access must take place via the web-based management console.

Access to production systems is limited, reviewed and monitored and is only granted temporarily to the system during the processing time.

Other Security Practices

Sophos knows that designing our products for security is a critical first step, but security takes ongoing vigilance. Some of the steps that Sophos takes to maintain security include:

- ▶ Periodic security training for employees on best practices and Sophos processes
- ▶ Internal Security audits and semi-annual external security

To learn more or for a free trial visit
sophos.com

United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
Email: sales@sophos.com

North American Sales
Toll Free: 1-866-866-2802
Email: nasales@sophos.com

Australia and New Zealand Sales
Tel: +61 2 9409 9100
Email: sales@sophos.com.au

Asia Sales
Tel: +65 62244168
Email: salesasia@sophos.com