

Security Mission Statement

ENTARENA is committed to delivering best effort security to its customers. The primary objectives are to treat software security as a process. This implies to

- promptly react to security incidents and deliver premium quality security updates.
- continuously improve the security related functionality in ENTARENA.
- continuously contribute to the rapidly growing maturity of SaaS (Software as a Service).
- respect security principles of transparency and traceability to all customers.
- ensure highest level of availability for ENTARENA.

In general, for ENTARENA, the customer's privacy and the security of customer data are indispensable and indefeasible.

Application Security

ENTARENA utilizes some of the most advanced technology for Internet security available today. When you access our service using industry standard Secure Socket Layer (SSL) technology, your information is protected using both server authentication and data encryption, ensuring that your data is safe, secure, and available only to registered users in your organization. Through 128-bit encryption, the data is converted into code that is securely transferred over the Internet. Once our secure server receives the encrypted information, it is translated back into its original form and stored in our protected database. Your data will be completely inaccessible to your competitors or anybody else which you do not allow access. ENTARENA uses the [Adobe® Flash® Player](#) as a runtime environment. Keep always your computer, Adobe® Flash® Player and browser software current with software and security updates.

User and Access Security

ENTARENA provides each user in your organization with a unique user name and password that must be entered each time a user logs on. The controlled amount of information is shared between users of one domain (your organization) and is never visible to any others, unless there are special permissions granted. Our platform is designed in a way, that every organization is functioning as a single entity.

Data Center Security and Availability

ENTARENA is hosted in a secure server environment to prevent interference or access from outside intruders. We host the application at [Rackspace®](#), a major cloud hosting provider. Rackspace® guarantees highest availability of the network, infrastructure and hardware (except for the scheduled maintenance).

Testing

ENTARENA test its software thoroughly for security vulnerabilities. We not only execute regular test suites, but also keep separate domains to test for inter-domain interactions and security behavior.

If you have further questions about security in ENTARENA, please contact us at security@entarena.com

ENTARENA Inc.
530 University Avenue, #201
Palo Alto, CA 94301
USA