BetterCloud
Powering Cloud IT

SECURITY AND REGULATORY COMPLIANCE **OVERVIEW**

Executive Summary

BetterCloud provides critical insights, automated management, and intelligent data security for cloud office platforms. As with any third-party application, it is important to understand the access you are granting to BetterCloud once it is installed on your Google Apps domain. While we will refer to the product throughout this security overview, the measures, controls and certifications discussed in this security overview apply to BetterCloud as a company, and thus to all of our products.

This security white paper gives IT administrators an in-depth look at the security measures taken by BetterCloud to protect customer data, as well as the specific access points required by the product. The policies described in this document are current, and will be updated immediately upon any changes. BetterCloud's security process is based on well-defined security best practices that ensure the proper controls at all levels of data storage and access. In this security overview, we will cover the following topics:

- Corporate Security Policies
- Secure Hosting: Google App Engine
- Security Measures
- Data Access and Storage
- Access Control
- Systems Development
- Regulatory Compliance

BetterCloud Security Overview

CORPORATE SECURITY POLICIES

BetterCloud is committed to ensuring the security of all data associated with your Google Apps Domain. Given its deep integration with the Google Cloud Platform, BetterCloud is uniquely positioned to provide the highest level of security to all customers. Please read our:

- Privacy Policy
- Terms of Service

Secure Hosting: Google App Engine

BetterCloud is built and hosted exclusively on the Google App Engine (GAE) platform. Thus, the physical securities of BetterCloud are equivalent to that of Google App Engine, which Google uses to run Google Apps as well. BetterCloud uses a number of Google APIs - Application, Domain Admin, OAuth 2.0, and Apps Marketplace - to access different parts of our customers' Google Apps accounts. BetterCloud uses the Python Datastore, which is an object datastore that provides scalable storage. This information is physically stored within Google's own data centers, the same place where your Google Apps account information lives. BetterCloud can be installed through the Google Apps Marketplace, which is managed solely by Google and houses hundreds of third-party software applications that integrate with Google Apps.

For more information regarding Google Apps Security, please view Google's own Security and Privacy Documentation.

SECURITY MEASURES

OAuth 2.0

The OAuth 2.0 open standard allows customers to authorize BetterCloud to access their Google Apps domain without sharing their actual Google Apps account credentials. This minimizes risk as customer passwords are never known, stored or shared with BetterCloud.

Single Sign-On (SSO)

Usernames and passwords are never created, given, or stored by BetterCloud, as all user logins are verified using Single Sign-On. This creates an added level of security as well as a seamless integration between Google Apps and BetterCloud.

Real-time API Permissions Checks

Just as only super administrators of a Google Apps domain may access the Google Admin Console, BetterCloud performs a real-time permissions check to ensure that only the proper parties gain access to BetterCloud. Non-super administrators may access parts of the application only if granted permissions by a super administrator. Access permissions can be granted using BetterCloud's access control feature.

Secure Browser Connections (HTTPS)

HTTPS provides a secure internet connection between https://g.bettercloud.com, which runs on Google App Engine, and a customer's local computer. This secure connection provides a bidirectional encryption of communications.

BetterCloud Security Overview

DATA ACCESS AND STORAGE

APIs
BetterCloud has access to the following APIs: Users, User Provisioning, User Nicknames, Groups Provisioning, Organizational Units, Contacts, Calendar, Calendar Resources, Docs, Sites, Spreadsheets.

Metadata
Google Drive metadata is indexed by BetterCloud so that the customer can perform real-time searches, as real-time API calls are not always feasible. Metadata includes: Owner, Owned by OU, Doc Titile, Shared With, Exposure Level, Last Updated, Doc Type, File Extension, Doc Size.

Uninstall
Uninstalling BetterCloud from the Google Admin Console will cut off all communication between the customer's domain and BetterCloud. Customers can submit a request when they uninstall or follow the instructions in our privacy policy to have all of the metadata removed from the BetterCloud Data Store.

SYSTEMS DEVELOPMENT

Overview
Much like Google Apps, BetterCloud is an evolving application, meaning that there is an ongoing process of design, development, and operation. The BetterCloud Development Team has created a strict protocol for developing, testing, and deploying new code.

Software Design
Technical Architects analyze software design too advise against security risks including: cross-site scripting injection, SQL injection and improper access to application functions.

Completed Software
Technical Architects and Technical Leads perform static code analysis to ensure against security risks and issues.

Quality Assurance
Quality Assurance engineers perform dynamic analysis of the live application to ensure the system meets stated requirements.

Deployment
Periodic review and fast response to incident reports.

Overview of BetterCloud's systems development process

Software Design
Technical Architects analyze software design.

➤

Completed Software
Architects perform static code analysis.

➤

Quality Assurance
QA Engineers and Analysts perform dynamic analysis of application.

➤

Deployment
Period review and fast response to incident reports.

Regulatory Compliance

SSAE 16 Type 2 SOC 2 and Type 1 SOC 1

BetterCloud has successfully completed both the Type 1 SOC 1 and the Type 2 SOC 2 Examinations. These examinations, the same to which industry leading companies like Google and Amazon hold themselves, show BetterCloud's continued commitment to data security and privacy in the cloud.

Audits, conducted by BrightLine CPAs & Associates, Inc., a leading provider of attestation and compliance services, report on internal controls at a service organization as they relate to security, availability, processing integrity, confidentiality and privacy and can be used as part of a customer's cloud compliance strategy.

For additional information about the SOC 2 examination, visit aicpa.org

Privacy Policy - US - EU Safe Harbor

Safe Harbor certification ensures that BetterCloud complies with Safe Harbor Principles established in the EU Directive 95/46/EC on the protection of personal data.

Privacy Policy - TRUSTe

TRUSTe certification ensures that BetterCloud's privacy and data collection practices have been reviewed and approved by an independent third party based on the guidelines set forth by TRUSTe for transparency, accountability and choice regarding the collection and use of a consumer personal information.

To learn more about security at BetterCloud or to ask a specific question, please email security@bettercloud.com.