

Steven Mangan

From: paul.kelley@thomsonreuters.com
Sent: Tuesday, November 25, 2008 11:18 AM
To: steve@shmcpa-mn.com
Subject: Information on Thomson Data Center

Hello Steve,

Here is the information you requested on the Thomson Data Center.

Case Number K72242290
Title Thomson Data Center

Core issue

With the ever-changing security risks that are present when transacting business online, it's understandable if you have concerns about keeping your data safe. You can be assured that your software and data are in the most secure location available -- the world-class, IBM-certified Thomson Data Center. Comprised of two state-of-the-art facilities totaling 175,0000 square feet, it is one of the largest data centers in the world. Every precaution is taken to guarantee the safety of your data. Equipment and facilities are protected against fire, natural disasters, power failures and other unexpected scenarios.

Data Security

Data moving over the Internet is encrypted using Secure Socket Layer (SSL), the standard for e-commerce transaction security.
Citrix Secure ICA (128bit) encryption software encrypts the Citrix ICA data stream for software delivered via Application Service Provider (ASP) technology.
Load-balancing devices provide port forwarding and proxy with built-in safeguards to prevent "Denial of Service" (DoS) attacks.
Multiple level of security allows elevated levels of control for maintenance personnel without compromising security -- including private network circuits for management of data.
Connections are secured at both ends with a firewall and a WAN router configured with Access Control List (ACL)

Infrastructure

Resolution

Redundant power feeds are used from separate utility substations.
Ten diesel generators with 19 megawatts of power supply backup for the entire complex.
Internet access is obtained using multiple providers.
117,000 square feet of raised floor accommodates cable management and uniform cooling distribution
Advanced fire control systems enable the detection of heat and smoke using HALON or CO2 fire suppression above and below the raised flooring

Security

24/7/365 internal security monitoring is maintained with camera surveillance at all entry points
Card-key entry system admitting only authorized personnel is continuously logged and monitored.
Multi-zoned, multi-level key-card access controls and monitors all access into the data center and internal areas.
Picture ID is required for entrance into all buildings.

Vehicle identification is required.

Data Privacy

All data is treated as strictly confidential.

Access to your information is limited to those employees with a business requirement for accessing such information.

All hard copies of data are destroyed before disposal.

Employees are continually educated on the confidential nature of this information, your needs for privacy, as well as incorporating policies and procedures for this purpose. Your customer information will never be discussed with third parties without your permission.

As technology continues to advance, you can be sure that you have the most up-to-date safeguards possible to keep your personal and business financial information confidential and secure. Your trust is important and a commitment has been made to keep your data safe. You can be confident that the world-class, IBM-certified Thomson Data Center will deliver.