



2023

# Data- security

Building trust with safety.

Data backup • Data centers • Incident management

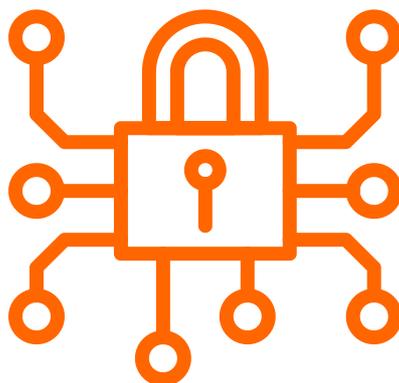
## Introduction

As a technology-oriented company, achieving and implementing a comprehensive data security concept is a matter of course and a top priority for Crowdfox. Not only to protect its own company, but above all to protect all information provided and exchanged with customers, partners and other third parties.

Crowdfox regularly monitors internal processes and the associated technical and organizational measures. This ensures that data processing is carried out in accordance with the requirements of applicable data protection law and that the rights of data subjects and organizations are protected.

### The individual protection measures of the Crowdfox applications include:

- **Monitoring of interface activities** with the help of state-of-the-art APM solutions.
- **Load balancing** and **rate limiting** of accesses from **individual IP addresses**.
- **Implementation of changes** in terms of DevOps and **continuous delivery approaches** across all development environments (development, test and production).
- Without exception, **TLS encryption** of all data traffic from or to the APIs are in use.
- **All requests** to the named API's **require authentication** and include authorization for the requested data.



## Employees

When carrying out the work, Crowdfox only uses employees who are obligated to confidentiality and who have previously been familiarized with the relevant data protection regulations. According to DSGVO Art. 39, annual data protection training is provided for this purpose.

Crowdfox maintains the individual provisions in an IT guideline. The data security concept includes, among other things, password guidelines, handling of e-mails, use of Internet services, and use of the technical infrastructure.

## Data backup

Computer systems and data carriers can fail or can be manipulated. Serious damage can sometimes be caused by the loss or modification of stored data.

Regular backups do not prevent damage caused by disk failure, malware or file manipulation, but their impact is greatly minimized.

### Crowdfox has taken a package of measures here, including the following:

- **No data is stored in-house**, except necessary data for current processing.
- All **data is stored in two data centers**, which can only be accessed via VPN, including SSL encryption for the interfaces.
- The **data backups are "encrypted-at-rest"** according to common standards and stored on separate servers/data storage devices, to which access is only logged and granted as required on a four-eyes principle.

## Protection from malware

If IT systems are infected with malware (viruses, worms, Trojan horses, etc.), this can jeopardize the availability, integrity and confidentiality of the

systems and the data stored on them. To prevent the infestation with malware, Crowdfox implements appropriate measures.

### Preventive measures for protection against malware:

- **Up-to-date virus protection** is installed **on all client systems**.
- **Client and server systems are regularly kept up to date** with updates.
- **Regular backup** by relevance of data **to minimize ransomware attacks**.

## Data centers

The data centers used by Crowdfox with locations exclusively in Germany are certified according to the ISO/IEC 27001:2013 standard.

In accordance with the ISO/IEC 27001:2013 standard, the focus of the certification is on the continuous compliance and further development of the information security system (ISMS) throughout the entire value chain.

In addition to internal processes, the audits focus in particular on interfaces with customers and suppliers. In all areas, the documentation and continuous development of the ISMS, the SOPs (Standard Operation Procedures) and the BCM (Business Continuity Management) were positively

assessed. Multiple redundant connections, including to Germany's largest exchange node DE-CIX, ensure smooth data exchange. All existing upstreams and peerings are integrated into the backbone via state-of-the-art routers to boost network performance. DDoS protection is used to protect our web applications, websites, servers and infrastructure from Internet attacks. In addition, all incoming and outgoing data is secured by firewalls. Any access to systems within the data centers is logged and controlled and is only possible through secured VPN connections by data center staff or Crowdfox.

### This guarantees:

- **Access control:** no unauthorized access to data processing equipment, no unauthorized system use, no unauthorized reading, copying, modifying or removing within the system.
- **Segregation control:** Separate processing of data collected for different purposes.
- **Pseudonymization** (Art. 32 para. 1 lit. a DS-GVO; Art. 25 para. 1 DS-GVO).

## Incident Management and Incident Management Plan

Automated processes help in security incident management to respond optimally to possible incidents. In the event of an attack, action must be taken quickly to minimize damage and contain threats. The basis for handling security-relevant incidents is our Incident Management Plan, in

which tasks and responsibilities are clearly defined. It also enables the isolation of malware and affected systems as well as deeper analysis to identify the attacker and investigate the reason for the attack in more detail.

## About Crowdfox

Crowdfox is one of the technology leaders for purchasing optimization. With the integration of our software solution, companies achieve transparency in indirect procurement. Savings are generated, both in terms of costs and time as well as in the area of CO2. At the same time, our solution increases the data and content quality and realizes high-quality reporting. This is made possible by our self-developed UTIN® matching technology.

Through this, the same item from existing suppliers, alternative suppliers and marketplaces is recognized, compared and summarized. User can search and compare catalogs of their existing suppliers or simultaneously the catalogs of alternative suppliers and marketplaces in a few seconds. User acceptance is demonstrably increased and the user experience optimized through the use of the solution.



**Contact us for a  
non-binding consultation!**

Crowdfox GmbH  
Im Mediapark 8a  
50670 Cologne

 [sales@crowdfox.com](mailto:sales@crowdfox.com)  
 [www.crowdfox.pro](http://www.crowdfox.pro)  
 +49 221 165 359 38