

Security and Privacy



Overview

Sift Science was founded to solve online fraud problems using data. Every day, we use machine learning technology and data provided by our customers to protect their websites and mobile applications from fraudsters, spammers, policy violators, and other bad actors. Our customers entrust us with keeping the data they provide us safe. To enable and maintain that trust, we strive to:

- › keep customer data private and secure
- › treat customer data responsibly
- › provide transparency into how we use customer data to prevent fraud, and
- › treat all customers with respect

At Sift Science, the Engineering and Compliance teams are responsible for securing customer data. Together, these teams have built Sift Science's security controls using the SOC 2 framework. In addition, we look to other security frameworks (e.g. ISO 27001/2) to continue to guide our program. Sift Science manages security based on three core security principles: confidentiality, integrity, and availability.

Security

Confidentiality - we protect your data.

Sift Science's technology, data, and infrastructure are hosted on Amazon Web Services (AWS). You can learn about AWS's security and controls by visiting the AWS Cloud Compliance website. In addition to the data protection provided by AWS, Sift Science protects customer data through the following controls:

- › **Encryption** - We support the SSL/TLS protocol to encrypt user data in transit. We also encrypt all data at rest.
- › **Restricted access** - Our production systems and database infrastructure are accessible only to Engineers who require access to improve our product and service. Our application environment and internal tools are protected by a Virtual Private Cloud (VPC). Users must authenticate with the VPN using unique user credentials and multi-factor authentication.
- › **Physical security** - All physical servers are located on the AWS platform. AWS offers 24x7 surveillance, security logs, and multi-factor authentication. Sift Science's office resides in a building with 24x7 security.
- › **Customer data segregation** - We keep each customer's raw data logically separate from that of other customers. Our systems were built to ensure that customers may never view other customers' private data. Sift Science shares learnings and other derived data between customers in order to more effectively fight fraud.

Integrity - We maintain the quality of the data you send us.

Data quality is critical for Sift Science to provide customers with the most accurate fraud prevention solution. Sift Science uses the following controls to maintain the quality and integrity of customer data:

- › **Change Management** - Sift Science performs code reviews prior to deploying significant code changes to production. Changes that may impact system availability or security are further reviewed by the technical risk review team.
- › **Testing** - Modifications to Sift Science's technology, including code and configuration changes, are tested in a staging environment prior to being implemented in our production environment.
- › **Integration Monitoring** - Sift Science solutions engineers monitor customer integrations to ensure that data they send Sift Science is well-formatted.

Sift Science logs employee access to customer data. Customers may request logs by emailing support@siftscience.com.

Availability - We operate a redundant application architecture.

Sift Science strives to provide a resilient and highly available service to our customers across the globe who rely on us each and every day to prevent online fraud. Attributes of our service that contribute to our high availability include:

- › **Architecture** - We've designed our systems for scalability. Our API servers have very few dependencies and operate on a queue-based architecture to ensure that we can ingest customer data even during times of network or system instability.
- › **24x7 monitoring** - We monitor our systems 24x7 with third-party tools. Engineers are always on call and are required to respond to notifications within 5 minutes.
- › **Backups** - To prevent data loss, we replicate data across multiple locations and back up data daily to highly durable storage.
- › **Incident Response, Business Continuity** - In the event of a significant incident, we maintain an Incident Response Procedure which outlines the process, roles, and responsibilities in the event of an incident.

Customers may subscribe to notifications or visit our publicly available [Status page](#) to learn about planned and unplanned service interruptions as well as review service availability and latency statistics.

Privacy

Customers decide what data to send to Sift Science.

Sift Science's technology leverages the data sent by customers to predict malicious activity on their website or mobile applications. We encourage customers to deliberate internally and consult our solutions team (support@siftscience.com) to assess what data will be most effective in preventing fraud.

Our [API documentation](#) highlights the type of information many customers send to us. Data subjects and customers can always email privacy@siftscience.com for more information about how we use this information to prevent online fraud.

Data transfer compliance.

Sift Science has customers all over the world, including in the European Union (EU) and European Economic Area (EEA). Sift Science makes available model clauses with our customers based in these geographies. To join our model clause framework, please email:

modelclauses@siftscience.com.

Summary

Sift Science is dedicated to helping online businesses across the world detect and prevent fraud. Our real-time machine learning technology works with data provided by our customers to protect them from fraud, spam, account takeover, and other malicious activities. Sift Science employs the security and privacy practices outlined in this document to protect the data our customers provide to us. For questions about our security and privacy policies, please email privacy@siftscience.com.

Contact

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