



# DATA SECURITY AND BACKUP POLICY

PUB 130-2013-SEP

[support@parishsoft.com](mailto:support@parishsoft.com)

866-930-4774

<b>1</b>	<b>INTRODUCTION</b>	<b>3</b>
<b>2</b>	<b>FACILITY</b>	<b>3</b>
<b>2.1</b>	<b>TECHNICAL SPECIFICATIONS</b>	<b>3</b>
2.1.1	NETWORK GEAR	3
2.1.2	POWER SYSTEM	4
2.1.3	COOLING	4
2.1.4	SECURITY	5
<b>3</b>	<b>DATA PROTECTION AND ENCRYPTION</b>	<b>5</b>
<b>3.1</b>	<b>PROTECTING YOUR DATA</b>	<b>5</b>
<b>3.2</b>	<b>DATA ENCRPYTION</b>	<b>6</b>
<b>4</b>	<b>BACKUPS AND DATA STORAGE</b>	<b>7</b>
<b>4.1</b>	<b>CONNECTNOW PORTAL AND AIM SYNCHRONIZATION</b>	<b>7</b>
<b>4.2</b>	<b>CONNECTNOW CHURCH ACCOUNTING</b>	<b>7</b>
<b>4.3</b>	<b>ONLINE GIVING</b>	<b>7</b>
<b>4.4</b>	<b>REMOTE SOLUTIONS AND GoGLOBAL</b>	<b>8</b>
4.4.1	PARISHSOFT AND CMS PRODUCTS	8
4.4.2	LOGOS PRODUCTS	8
<b>4.5</b>	<b>DESKTOP PROGRAMS TO FTP</b>	<b>8</b>
4.5.1	PARISHSOFT DESKTOP PRODUCTS	8
4.5.2	CMS DESKTOP PRODUCTS	9
4.5.3	LOGOS DESKTOP PRODUCTS	10
<b>4.6</b>	<b>DASHBOARD (LOGOS)</b>	<b>10</b>
<b>4.7</b>	<b>MYOWNPARISH SITES</b>	<b>10</b>

## 1 INTRODUCTION

This document provides a summary of how we protect customer data and ensure the maximum possible uptime of your hosted applications. Where applicable, references to “ParishSOFT” also apply to its subsidiaries, LOGOS Church Management Software and Church Management Solutions (CMS). ParishSOFT may update this document as needed and without notice. For questions regarding data hosting and information security, please contact [support@parishsoft.com](mailto:support@parishsoft.com).

## 2 FACILITY

### 2.1 TECHNICAL SPECIFICATIONS

ParishSOFT has two fully redundant data center locations. ParishSOFT’s Data Center (PSDC) accommodates the highest quality network performance demanded by the customers we serve. PSDC is located in a separate, state-of-the-art facility and is equipped with cameras, secure access keys, redundant power generators, smoke detection and fire suppression systems, and several Power Distribution Units (PDUs) in each room. The building itself is connected to two other data center facilities to provide redundant Internet links. All server racks are secured with unique keys.

---

#### 2.1.1 NETWORK GEAR

PSDC’s network gear and premium Tier-1 bandwidth from multiple providers ensure the highest quality Internet connectivity and performance. For the customers we serve, this means fast connections to your systems and data, with maximum uptime and minimal latency.

- Redundant fiber entrance expandable to 1840 Gigabits per second
- Multiple redundant gigabit Ethernet links to Data Center 1 and Data Center 2
- Fully Redundant Cisco 6509 Sup720 Distribution Switches
- Redundant Gigabit Ethernet links to each rack switch
- Cisco 2960 48-port 10/100 rack switches

---

### 2.1.2 POWER SYSTEM

PSDC's power systems are designed with extensive fault tolerance and resilience at every layer. Incoming service is routed underground to a dedicated on-site transformer, and power quality is continuously monitored and, if needed, automatically transferred to multiple emergency generators, which provide more than 24 hours of autonomous runtime if needed. Each facility has multiple Uninterruptable Power Supplies (UPSs) with redundant battery cabinets and full maintenance bypass cabinets, which allow data PSDC service and upgrades to be performed without interrupting power to servers.

- 8,000 kVA utility power feed expandable to 32,000 kVA
- Redundant ASCO closed transition bypass isolation transfer switches
- Multiple N+1 Generac diesel generators
- Multiple N+1 Powerward 9395 550 kVA Uninterruptable Power Supplies (UPSs)
- Liebert PDU units
- Capability to provide tier-4 power

---

### 2.1.3 COOLING

PSDC's environment maintains precise temperature, humidity, and air cleanliness levels, which are regulated year round and closely monitored to ensure optimum equipment reliability. PSDC uses redundant systems with independent compressors and cooling loops to get the best possible fault tolerance and reliability.

- Multiple Liebert 20- and 22-ton upflow A.C. units
- Designed for addition of air-side economization

#### 2.1.4 SECURITY

PSDC access is strictly limited to technical staff. Electronic security systems control data center access, and motion detecting security cameras monitor the entire facility. Level 3 technicians are on site 24 hours per day.

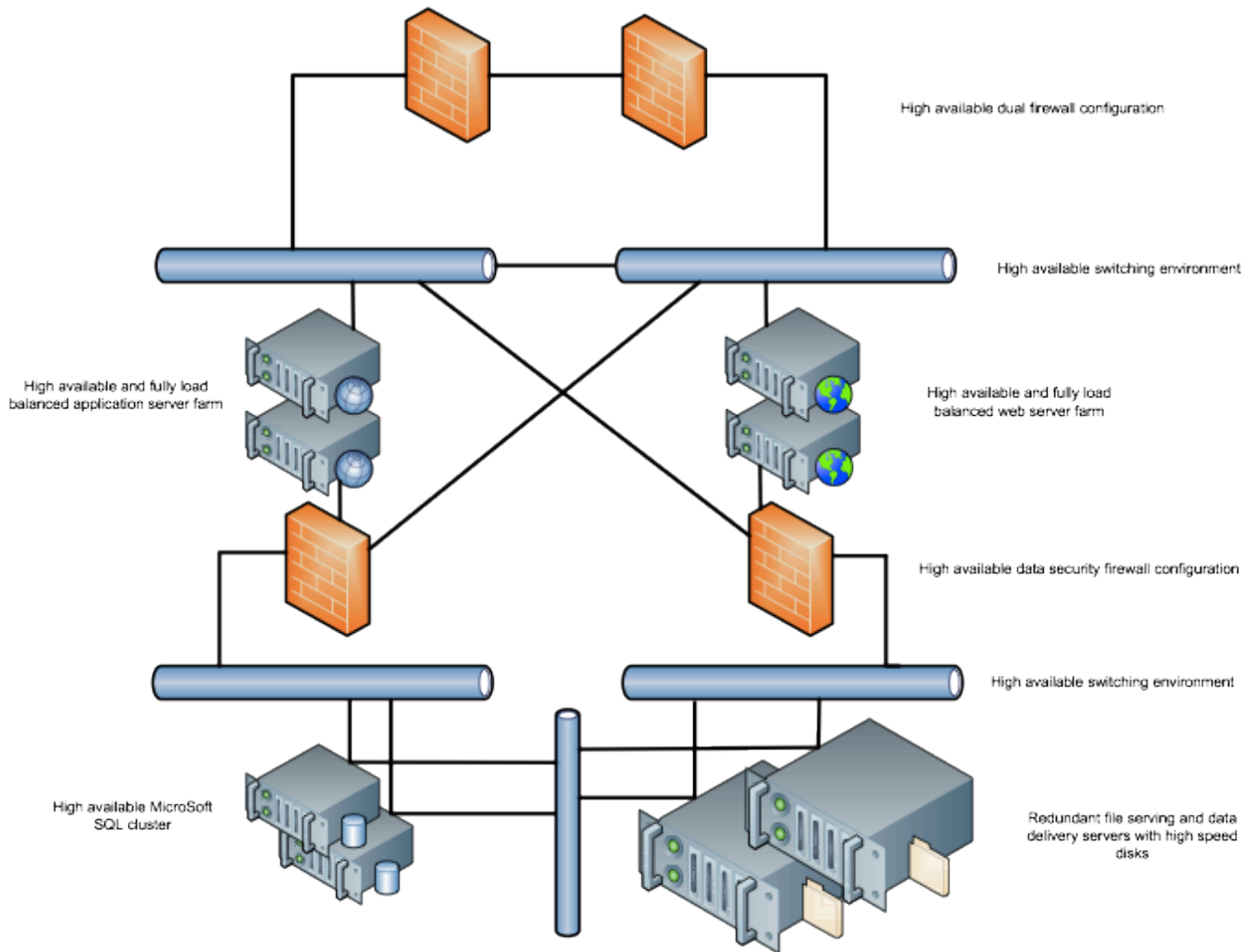
- 24x7x365 manned facility
- Multiple closed circuit TV security cameras, covering all entrances and data center spaces
- Site entrance controlled by electronic perimeter access card system
- Site remotely monitored by third-party security company
- All entrances secured by mantraps with interlocking doors

### 3 DATA PROTECTION AND ENCRYPTION

#### 3.1 PROTECTING YOUR DATA

All ConnectNow databases are encrypted on our servers and housed in our state-of-the-art data center, where, unlike databases housed within parish or diocesan facilities, they are protected 24x7x365 by climate control, security cameras, highly restricted access to the site and all entrances, redundant power and Internet, and many other safeguards. Having ConnectNow relieves your organization of the burden of security so you can focus on the work of the Church – and leave the protective measures of fire suppression systems and mantraps with interlocking doors to the ParishSOFT Data Center.

The PSDC uses industry-standard multi-tier network access, which logically blocks connectivity between the Internet and the data. Connectivity is permitted only to the Web / application layer, and only from that Web / application layer is access to the data layer allowed – even at this level, access is limited to user-specific limits, which are governed through the ConnectNow administration settings for user permissions. The diagram shown below represents the dual layer design, in which all actual data lives at the bottom-right of the image, and user access via the Internet happens at the firewall level, represented at the top of the chart.



### 3.2 DATA ENCRPYTION

The ConnectNow database lives encrypted on a disk and has a server engine that mounts that data and serves its content. When ConnectNow data is accessed by an authorized user, it is read into the database server and decrypted for use. This is done via shared keys between the server and the data at rest. These shared keys are required to decrypt the data, so that in the highly unlikely event of some sort of data theft, the ConnectNow data could not be mounted or used by any device.

## 4 BACKUPS AND DATA STORAGE

Backups policies vary by product and are outlined below.

### 4.1 CONNECTNOW PORTAL AND AIM SYNCHRONIZATION

MOC, AIM Products, Parish Databases synced to AIM.

Applicable Products: MyOwnChurch, AIM Diocesan Suite products (AIM Family Directory, Diocesan Directory)

Backup Frequency: Nightly.

Archive Period: One full month of daily backups, 2 months of weekly backups, 1 year of monthly backups

Data Storage: No limit currently.

### 4.2 CONNECTNOW CHURCH ACCOUNTING

Applicable Products: ConnectNow Church Accounting Suite, all modules

Backup Frequency: Every 15 minutes.

Archive Period: 1 full year.

Data Storage: No limit currently.

### 4.3 ONLINE GIVING

Applicable Product: Online Giving.

Backup Frequency: Every 15 minutes.

Archive Period: One full year currently.

Data Storage: No limit currently.

## 4.4 REMOTE SOLUTIONS AND GOGLOBAL

### 4.4.1 PARISHSOFT AND CMS PRODUCTS

This category applies to all hosted ParishSOFT and CMS desktop products that users access via the Web. For these products, which otherwise would require users to be physically present in the office and logged in to the programs on the computers on which the software is installed, users can log in remotely from anywhere to use the programs and access the information they need.

Applicable Products: Remote Solutions, used with any ParishSOFT or CMS desktop product.

Backup Frequency: Nightly, backups kept for 2 weeks. Users may also run scheduled or on-demand backups to store locally, offsite, or on our FTP server.

Archive Period: Kept for 2 weeks.

### 4.4.2 LOGOS PRODUCTS

This category applies to all hosted LOGOS desktop products that users access via the Web. For these products, which otherwise would require users to be physically present in the office and logged in to the programs on the computers on which the software is installed, users can log in remotely from anywhere to use the programs and access the information they need.

Applicable Products: Go-Global, used with any LOGOS desktop product.

Archive Period: Paid backup system, global backup stored in perpetuity.

## 4.5 DESKTOP PROGRAMS TO FTP

### 4.5.1 PARISHSOFT DESKTOP PRODUCTS

This category applies to users of ParishSOFT's desktop products who are not using Remote Solutions. For these users, the ParishSOFT programs are installed locally on computers in the church office and a user with administrator privileges must establish a backup schedule from within the software.



Applicable Products:

- Family Directory
- Offering & Pledges
- Religious Education with Tuition
- Time & Talent
- Parish IQ

Backup Frequency: As configured by the user

Archive Period: Only the most recent backup is saved. Prior backups are overwritten and not archived.

Data Storage: No limit currently.

---

#### 4.5.2 CMS DESKTOP PRODUCTS

This category applies to users of the Church Management Solutions desktop products who are not using Remote Solutions. For these users, the CMS programs are installed locally on computers in the church office and a user with administrator privileges must establish a backup schedule from within the software.

Applicable Products:

- Membership
- Contribution
- Attendance
- Outreach
- CMS Fund Accounting (desktop)

Backup Frequency: As configured by the user

Archive Period: The three most recent backups are stored on our servers.

Data Storage: No limit currently.

---

#### 4.5.3 LOGOS DESKTOP PRODUCTS

LOGOS – see Go-Global (above)

#### 4.6 DASHBOARD (LOGOS)

Applicable Products: All Web-based products.

Backup Frequency: Nightly.

Archive Period: Same as ConnectNow (one full month of daily backups, 2 months of weekly backups, 1 year of monthly backups).

Data Storage: No limit currently.

#### 4.7 MYOWNPARISH SITES

JSPaluch Sites only.

Backup Frequency: Nightly.

Archive Period: Same as ConnectNow (one full month of daily backups, 2 months of weekly backups, 1 year of monthly backups).

Data Storage: No Limit currently.