Security and HIPAA Considerations Whitepaper

SECURITY POLICY

WebConference.com™ is strongly committed in delivering collaboration products that utilize reliable and secure technology.

WebConference.com™ has gone to great lengths to ensure that the security features built into all of our web conferencing products are designed to meet the needs of our customers and their partners' IT network and security infrastructure.

HIPAA CONSIDERATIONS

The healthcare industry has benefited greatly from the ability to use *WebConference.com™* to meet, present, collaborate and support online with partners, customers and suppliers. HIPAA calls for privacy and security standards that protect the confidentiality and integrity of patient health information. Specifically, if you are transmitting information across the Internet, your collaboration or remote-access product needs to provide end-to-end security so the information cannot be intercepted by anyone other than the intended audience or recipient.

WebConference.com™ uses HIPAA privacy and security standards by providing secure desktop conferencing and collaboration to applications, files, patient charts, and other medical records. Healthcare-related businesses seeking a complete solution turn to *WebConference.com™* because it meets the HIPAA standards through state-of-the-art security and access control. Hospitals, medical software firms and medical healthcare providers are currently using *WebConference.com™* to securely meet, present, collaborate or support information remotely.

Data security, an essential element of HIPAA regulations, remains an extremely high priority for *WebConference.com™* and our customers. *WebConference.com™* security standards ensure sensitive information is not stored anywhere in our network; the data is simply transmitted during the session. *WebConference.com™* provides secured session, transmission, and session information allowing any healthcare organization to maintain HIPAA compliance.

WebConference.com™ TECHNOLOGY

WebConference.com™'s technology does not require the upload or storage of customer information, including, but not limited to, patient information. When collaborating, no information is sent in clear text.
In addition, *WebConference.com™* offers full 128-bit encryption of all meeting data. Additionally, controls exist to ensure only authorized meeting attendees can view necessary documents.

WebConference.com™ also offers specific session management and security measures for the purposes of restricting attendance. Passwords can be required for all meetings, and strong password requirements can be configured by the customer and enforced at the site level. Meetings can be unlisted, and attendance can be restricted to participants with accounts on the meeting site. Once in a meeting, the attendee window displays all attendees, ensuring that the host is aware of all meeting participants. Should it be determined that an attendee does not belong, or must be removed from a meeting; the host can eject the attendee from the meeting. At any point during a meeting, the host can also lock the meeting, ensuring that no additional participants can join.

SECURITY MODULES

Moderator and Participant Security

- Pre Installation of the *WebConference.com™* software is not required. The *WebConference.com™* software is automatically downloaded when a session is started using the standard Internet protocols for ActiveX controls (Windows) and Helper Applications (Macintosh). Administrators may block the download using standard Microsoft security.
- The Windows software is signed using a Developer Certificate from Verisign allowing another level of selective installation blocking.
- The client has no listening sockets, before, during or after a conference ensuring that no hackers or other software will be able to connect to the software.
- The customer MUST request web conferencing services through the browser. Once a session is over the client code shuts down.

Network Transport Security

- *WebConference.com™* is browser based, leveraging Web Server security.
- *WebConference.com™* traffic is sent over the well-known Internet HTTP protocol using industry standard tags.

Session Security

- Hosts and Customers must log into the server with a username and password.
- All session activity is logged on the server and this data is available either as reports or real-time events to a separate monitoring system. All significant activity is logged, which provide a way to identify and research penetration attempts.

Server Security

- *WebConference.com™*'s servers are co-located in secure hosting facilities around the globe.
- All servers are behind a *WebConference.com™* firewall that only allows communications through necessary ports such as HTTP and SSL. All remote management is performed using encrypted communications.
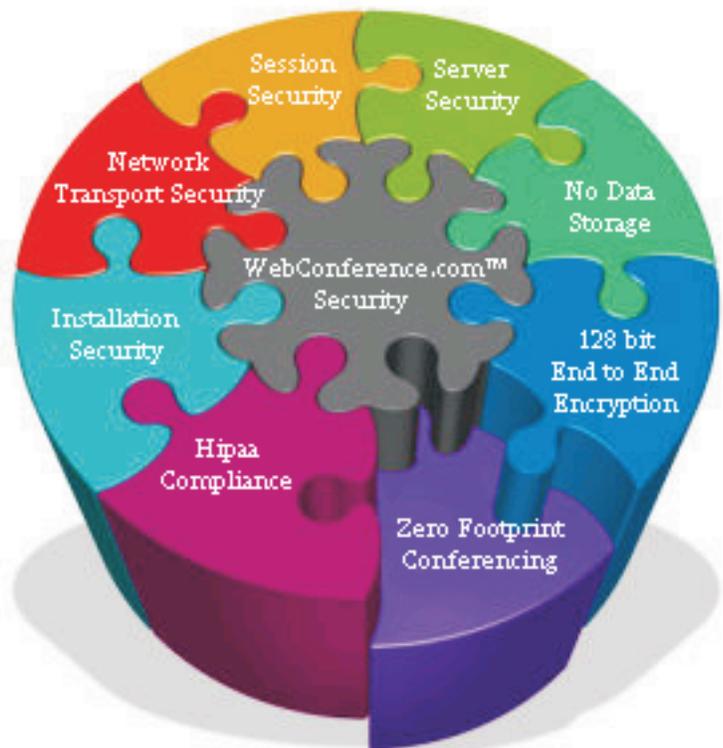
Facilities Security

- *WebConference.com™* maintains several physically secure environments in several datacenters in major cities around the world. The facilities have on duty security personnel and video monitoring, 24 hours a day and seven days a week.
- To gain physical access to this facility, one must first be on the access list that is available only to certain employees of *WebConference.com™*'s Professional Services Organization and/or Technology Partners.
- From a network prospective, *WebConference.com™* utilizes a variety of industry leading technology to ensure the latest in network and system security. Our staff works diligently to ensure protection against the latest network and system vulnerabilities and reacts accordingly to prevent such vulnerabilities from affecting service to our customers.

User Privacy Concerns

Usage

- The information collected in the *WebConference.com™* session logs is never used for marketing and promotional purposes.

Cookies

- *WebConference.com™* never installs or downloads cookies to any participating customer.

Third Parties

- *WebConference.com™* does not disclose personal information or provide any customer information to third parties.

Privacy Policy Details

- Our Private Policy is posted on our website at https://www.webconference.com/webconferencing/zeropanel.php?quick=privacypolicy