MEMSOURCE

Data Security

Enhancing Data Security with Memsource Cloud

Introduction

Many of our customers translate content that is of a confidential nature. Because of this, data security is of the utmost importance to us. When potential customers explore Memsource and its cloud-based solution, security is usually a key area of their scrutiny. This document provides answers to some of the most frequently asked questions relating to the security of Memsource Cloud and some of the measures we take to ensure the security of customer data.

Measures to Make Your Data Secure

We take a number of measures to protect customer data at Memsource, including physical security, data encryption, controlled access, and our own corporate security. Memsource is ISO certified to comply with the ISO Information Security standard (ISO/IEC 27001) and undergoes regular security audits by independent consultants.

MEMSOURCE

Physical Security

Access to Memsource facilities is controlled by a guard, 24/7 video surveillance, and an access card system. However, our servers are never located in our office. We use high-security data centers to host Memsource Cloud servers, which have barbed-wire fencing, video surveillance, and motion sensor systems in place. All systems are monitored by a 24/7 on-site surveillance team and data center staff receive an RFID name badge to control their access.

Data Encryption

Customer data is encrypted, both in transit and at rest. Data in transit, for instance, travels from Memsource Cloud servers to a user's web browser or a desktop application, such as Memsource Editor. Data at rest is encrypted data stored on our servers. Encrypting data in transit protects it when it travels across the web and encrypting data at rest, even when it is stored in a high security data center, provides an extra layer of protection. If an unauthorized user attempted to access our servers, the attacker would not be able to read the data.

Data Access

Customer data is protected by providing access only to authorized personnel. After signing up for an account in Memsource Cloud, an administrator user is created with the right to create additional users with appropriate access rights. Customers may also decide whether or not to grant access to Memsource technical support specialists to expedite the resolution of any technical questions or requests addressed to Memsource support staff. Additionally, two-factor authentication through Google Authenticator and Single Sign-on (SSO) can be enabled to enhance the security of all accounts.

Data Ownership and Privacy

In line with our Terms of Service, data that our customers upload to Memsource Cloud remains their sole property and it is our top priority to keep their data private, confidential, and secure. Content submitted to Memsource Cloud, including content translations, will remain the customer's sole property. Memsource will not share personally identifiable information with any third party without the customer's expressed consent or unless compelled by applicable laws.

Redundancy and Backups

Redundant architecture ensures that data is not only secure but also accessible. Memsource Cloud's long-term availability is 99.8 percent and we maintain a high level of security for our redundancy and backup process. To ensure availability, all components are in a 2+ redundancy model and servers are located in two geographically distant data centers. Additionally, all data is secured through near real-time incremental backups as well as daily full backups to a geographically remote location.

MEMSOURCE

Adopting Memsource Cloud to Increase Security?

Questions regarding security will naturally arise when exploring a new technology product. Will a cloud-based product increase or decrease the security of an organization's content during translation? The answer to this question will depend on two factors:

1. What is the security level of the organization's current translation process?
2. How secure will the translation process be when supported by Memsource Cloud?

Security in Translation - Four Scenarios

Most customers migrating to Memsource will have one of the following translation setups. Let's explore their impact on security.

Scenario 1: No Translation Technology

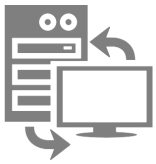
Traditionally, the translation industry has been very decentralized. In this first scenario with no translation technology in place, a file for translation will travel from the client, to a large translation agency, to a smaller, specialized translation agency, then on to its freelance translator, and so on. Multiple copies of the file are distributed by email or FTP and stored on multiple devices with absolutely no client control of the data. Even if the files are password-protected when emailed or a secure FTP is used, security is still very low. After the client hands over files to a translator or translation agency, the client loses all control over the files, where they are stored, who has access to them, and the level of security. Despite the low level of security, this is still a very common scenario in today's translation workflow.

Scenario 2: Desktop Translation Technology

Some clients own a desktop translation product where they maintain vital translation resources, such as translation memory, term bases, and translation files. The typical scenario in this case would be similar to the previous one - the desktop translation tool will export a bilingual file for translation which is then sent via email or FTP to the translation agency, and the same chain of file sharing follows. The translation agency will also need a translation tool that is able to process the bilingual file for translation. The content of the file will most likely be stored in the translation memory of the agency, its sub vendors, and the freelance translators.

While a desktop translation product may increase translation efficiency, it can cause additional security risks since the entire translation (both source and target) will be stored in several translation memories, most likely for a very long time. The content will probably be re-used for the client's future translations and also possibly for translations by other clients of the freelance translator. Very often, freelance translators will keep a single translation memory where they store translations for all their clients.

MEMSOURCE



Scenario 3: Client-Server Translation Technology

Client-server technology is a big step in the right direction. If a client owns a translation server product, the level of control should dramatically increase compared with Scenarios 1 and 2. Unfortunately, the number of clients owning and maintaining a translation server product is very small, since significant financial resources are required buy the server and to hire well-trained staff to operate and maintain the technology.

Furthermore, most client-server products do not make it possible or easy to keep the same level of security throughout the entire translation workflow. A bilingual file is often exported for translation when a translation agency hands over a task to its freelancer and, at this point, the level of security decreases dramatically and is similar to Scenario 2. The freelance translators processes the bilingual file locally on their PC, including storing all data into their translation memory.

Scenario 4: Memsource Cloud for Higher Security

Memsource has been uniquely designed to enhance translation security. With Memsource, data owners get full control over their translation material from start to finish. The data owner sets access rights, can revoke them at any time, and can prohibit downloads for highly confidential documents. Translators are directed to Memsource Web Editor for translation, which helps prevent any data from being stored locally on third-party devices. Data is stored only on Memsource Cloud servers, which are located in highly secured data centers. Our customers' data is encrypted, both at rest (when stored on our server) and in transit (i.e. when being sent to a user's browser). This includes highly decentralized scenarios in which translation tasks are outsourced to a translation agency that further outsources it to its sub vendors.

By working in one secure location, encrypting data, and sharing resources across all vendors, Memsource Cloud provides some of the most thorough and effective security in the translation industry.