

# **Security & Compliance: Frequently Asked Questions**

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# About

## **Please provide a brief description about the services provided by Midaxo platform.**

Midaxo Platform helps mergers and acquisitions (M&A) professionals to define and execute a systematic M&A process. The Platform can be used for many kinds of deal-making processes such as divestments, restructurings, and litigations, run in parallel.

Midaxo provides an enterprise-wide pipeline of M&A deals in different stages. Each deal has its own workspace where all deal-specific information can be stored. Deal-specific information can include workflows, tasks, documents, communication, issues, and so on.

## **Information Security Program**

### **Does Midaxo have documented information security policy?**

Midaxo Information Security Management System complies with ISO/IEC 27001:2013 standard. All Midaxo information security policies are documented in accordance with that.

### **Do you regularly review the Information Security policy?**

All the policies and information security principles are internally reviewed and audited by third-party independent auditors at least annually.

### **Does your organization have an incident response policy or process?**

Yes, Midaxo has 'Information Security Incident Response Plan' in accordance to ISO 27001.

### **Will you notify customers about information security incidents that have or are suspected to have impacted customer data?**

Critical security incidents and data breaches are always promptly reported to the affected customers upon discovery.

## **Does Midaxo have Business Continuity Plan and Business Continuity Strategy?**

In accordance with the international ISO 27001 standard.

## **Do you maintain and review list of all your critical assets?**

Midaxo manages an inventory of assets. The asset lists are maintained and regularly updated.

## **Can you share your ISO certificate/report?**

ISO 27001 certificate can be found on Midaxo's [website](#).

# **Architecture & Change Management**

## **Does Midaxo require any installation on client systems?**

Midaxo is a SaaS platform which can be accessed using any supported browsers over the internet.

## **Do you have a change management policy?**

All changes to Midaxo Platform and software are processed in accordance with the Midaxo change management process. The change management process ensures that all changes are properly planned, approved, and documented, and that associated risks are analyzed, and changes are implemented in a controlled manner.

# **Customer Data Security & Backup**

## **Does any part of the Midaxo solution reside in a data center?**

Midaxo uses Amazon EC2 for hosting the platform and storing customer data.

## **How does Midaxo ensure customer data security in the data center?**

Amazon EC2 platform security is proven by the certifications and audits such as SOC1, SOC2, SOC3, ISO 27001 etc.

More information about Amazon cloud platform security is available on [AWS Security Center](#).

## **Where are the data centers located physically?**

Customer data stored in the Midaxo EU instance is physically located in the Amazon EC2 Ireland datacenter. Customer data stored in Midaxo US instance is physically located in the Amazon EC2 North Virginia datacenter. All data stored in every Midaxo Platform is considered confidential.

## **Are offsite backups taken? If yes, where are the backups stored?**

Midaxo Platform servers and all customer data are automatically backed up on a daily basis. Backups are stored at a separate off-site location in Frankfurt, Germany for Midaxo EU instance, and in Ohio for Midaxo US instance.

## **Is there a dedicated database/dedicated instance of database/shared database instance which will be provisioned for the customer?**

All customer data is stored in a multi-tenant environment. Customer data is isolated logically in databases. Each row in the database is identified with customer's globally unique identifier.

# **Encryption & Key Management**

## **How is customer data encrypted?**

All end-to-end data transmissions are encrypted with 256-bit AES TLS. Transmissions between the client computer and the M&A application server use the HTTPS protocol with TLS. In addition, transmissions between the M&A application server and the database server are encrypted.

## **Are customer passwords encrypted?**

Yes, passwords are hashed and then stored in the database. Hashing is implemented with the combination of HMACSHA256 and a password-based key derivation functionality PBKDF2. Hashing includes random salt and multiple iterations.

## **How do you maintain the cryptographic keys?**

Cryptographic keys are stored in a separate Hardware Security Module (HSM) outside customer database instance.

# Access Control & Password Management

## Is there a minimum length, age and complexity requirements for passwords used by employees/contractors for internal systems?

All internal systems have minimum length, age, reuse and complexity requirements. Access to the software code repository and the Midaxo Platform production environment is restricted to limited Midaxo admins. The production environment requires multi-factor authentication.

## Is there minimum length, age, complexity requirements for Midaxo platform used by the customers?

Midaxo Platform has requirements for end-user password length and complexity. Company Admin user from customer side can set the password policy for all the users in an account.

## Does Midaxo support two-factor authentication?

Yes.

## Do you regularly review privileged users' access rights?

Access rights of Midaxo admins (privileged users) are reviewed at least quarterly.

## Do you have a documented password management policy all users of your information system and its applications?

Yes, in accordance with ISO 27001 standard.

## Do you monitor for and prevent rogue wireless access points from attaching to your network?

Yes.

# Audit Logs & Network Security

## Do you have centralized audit logging mechanism (SIEM)?

Midaxo has continuous network monitoring system which allows comprehensive awareness of network events on a 24/7 basis.

For more information about monitoring, see the Monitoring and Logging section of [Midaxo Security Whitepaper](#).

## How can a customer user access Midaxo platform audit logs?

Administrator users from customer side can access platform audit logs under user management menu.

# Vulnerability Scanning & Security Audits

## Does Midaxo platform have any security certifications?

The Midaxo platform service has an Information Security Certificate issued by Nixu Ltd., the largest independent information security expert services company in the Nordics.

## Does Midaxo platform undergo penetration testing at regular intervals?

Midaxo platform is penetration tested by third-party independent vendors at least twice a year and, additionally, after every major release.

## Apart from third-party penetration testing, how frequently Midaxo platform is internally scanned for vulnerabilities?

Midaxo platform is scanned every week for vulnerabilities using DAST tools.

# HR & Corporate

## **Does Midaxo run background check on all its employees?**

Employees are background checked according to country specific laws.

## **Do all Midaxo employees receive security awareness training?**

All Midaxo employees receive security awareness training on hire and annually thereafter.

## **Does Midaxo process personal information?**

Midaxo's practices for collecting, processing, protecting, and disclosing personal data are detailed in [Midaxo's Privacy Policy](#).

# Personal Data Privacy

## **Is Midaxo a data controller or processor?**

Customers have ownership of their data. When customers store data to the Midaxo platform, Midaxo acts as data processor, as defined in the GDPR, for purposes of the services provided; customer is data controller.