

I.T. FAQs

General Company Information

- Registered in Australia – ABN 45 145 021 978
- A division of Better Impact Group Ltd., a Canadian company

Software Development

Development tools

- ASP.NET MVC 3/4, VB.NET, JQuery/ JQuery mobile / JSON / Ajax , JQuery mobile

Quality Assurance

1. Core technology is developed by internal staff (not outsourced)
2. During development, each code check-in passes through our continuous integration environment, which:
 - a. Performs a full build on all components of the system.
 - b. Automatically runs our suite of unit tests for each component.
 - c. Automatically runs our suite of integration tests for major subsystems.
 - d. Deploys a fresh copy of our product into our staging environment for manual/UA testing.
3. We monitor our live systems on several levels:
 - a. Synthetic external monitoring (from multiple vendors) for measuring the uptime and performance of major endpoints.
 - b. Internal monitoring to watch the uptime and performance of key internal resources and to monitor database/query performance.
 - c. Real User Monitoring (RUM) to monitor actual end-user page load times.
4. Our general methodology is to prioritize the development and deployment of fixes for known issues ahead of new features.

Security and Data Protection

Access Control

- Each user is identified by a unique username which they use in conjunction with a password for login purposes.
- Internally, the user is assigned a unique numerical ID used as a primary database key.
- Access to shared information is restricted by the use of joins against the primary user field to ensure the user has access only to appropriate records. Data security profiles are handled directly in the database in addition to the Business Logic Layer which exposes data services to the UI Layer.
- All login attempts (valid and invalid) are logged. Valid logins are logged in a “Login History” table while invalid logins are stored in an “Exception Log” table (along with any other exceptions encountered by the program). Login sessions are automatically invalidated after 3 hours of inactivity. (This is not a user-specified value.)
- Brute force protection is in place. Ten unsuccessful attempts lock that account for 30 minutes.
- Software to detect and prevent intrusions is in place on all servers and monitored 24/7 by live staff. Any suspicious behaviour flagged by the monitoring software gets alerted to technicians, always on hand and ready to intervene if needed.
- Configurable time-out session for administrators
- Strong passwords enforced for administrators



Server Access Control

- Physical security includes security card and biometric access and DVR camera systems.
- The Network Operations Center (NOC) staff monitors the network 24x7x365.
- Remote access to servers is provided only to those who require it for the performance of their duties.
- Weekly external and internal vulnerability scan of our entire infrastructure.

Server and Backup Locations

- Our servers reside in Toronto, Canada at PEER1 (www.Peer1.com). This location is CSAE 3416 Type II compliant.
- Offsite backups reside with ZeroFail (www.zerofail.com) in Toronto and Montréal, Canada.

Data Encryption Level

- 256 bit SSL in transit (backwards compatible to 156 bit in browsers unable to handle 256)
- Passwords are encrypted while at rest using a one-way hashing algorithm (MD5 128) and a random salt value.
- All data will be encrypted at rest as of April 2018

Backup Routine

- Offsite backups are stored in 2 remote facilities (separate cities, both within Canada) with 28 days retention.
- Local backups are stored on a separate RAID array on the database server with 14 days retention.

Backup Interval and Procedure

- Full backup once per week.
- Incremental backup once per day.
- Transaction log backup once every 3 hours.

Fail-over Procedures

- Failover procedures are dependent on the situation. Replacements for all hardware are readily available within PEER1.
- Data is backed up onsite for faster restoration if available (and on offsite for broader protection, of course).

Client Access to Data Upon Contract Termination

- You have the capacity to export all volunteer profile information into spreadsheets at any time. All relevant unique keys are included in the export. You also have the capacity to destroy all data except the basic contact details.
- Upon your request, and for a fee of £150, we can destroy contact details for all of your volunteer except the ones that are associated with, or have been associated with, any of our other clients. They need this information kept intact related to their other relationship.
- Backups take 28 days to fully expire.

In the Event of a Breach

- Our plan is summarized as follows:
 - Step 1 – Respond and contain
 - Step 2 – Notify all staff and clients*
 - Step 3 – Investigate
 - Step 4 – Notify all staff and clients*
 - Step 5 – Implement Change
 - Step 6 – Notify all staff and clients*

* Clients will be notified via email to those listed as administrators in the system.

Reliability

Points of redundancy

- Web server - (N+1 redundancy).

Highest level of simultaneous users successfully handled

- Approximately 1,000 concurrent users

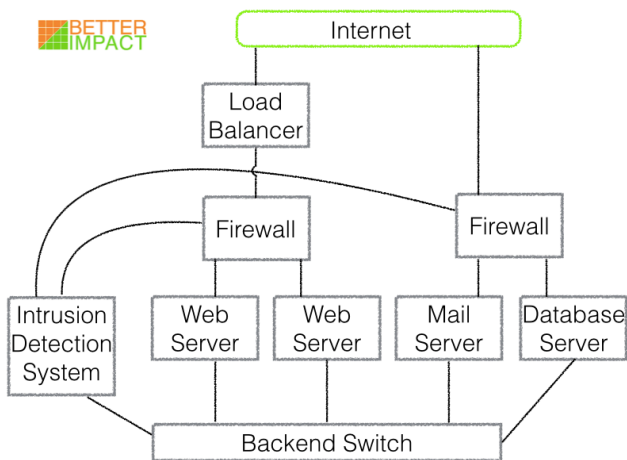
What is the highest number of daily site visitors successfully handled?

- Approximately 15,000 visitors

System Uptime

- Our guaranteed up-time (excluding plan maintenance) is 99.9%.
- Between January 2012 and December 2017, we have run at 99.997%.

System Infrastructure Diagram



Support

Help Desk

- As we have support team members operating on three continents, we are close to 24/7 coverage via our ticketing system.
- Our median first reply to support inquiries is six minutes or less.
- A local phone number can reach staff on three continents (and the CEO's phone extension rings through to his mobile when he is out of the office).

Self Directly Training

- Informational pop-up windows embedded in the software.
- Knowledgebase accessible directly from the software.
- Online video tutorials.



Privacy Policy

(updated 1 January 2013)

Purpose - This Privacy Policy is designed to comply with applicable privacy legislation. It is also designed to help individuals understand how their personal information is managed through MyVolunteerPage.com.

Scope and Limitations - This Privacy Policy guides Better Impact exclusively on the use and protection of personal information. Individuals should also refer to the privacy policies of the organizations to which they submit information through MyVolunteerPage.com.

Consent - An individual's consent is required regarding the collection and proposed use of personal information when information is collected. Consent can be either express or implied and can be provided directly by the individual or by an authorized representative. Express consent can be given orally, electronically or in writing. Implied consent is consent that can reasonably be inferred from an individual's action or inaction. An individual's consent is required before confidential information is released to outside parties.

Limited Collection - The personal information collected through MyVolunteerPage.com and provided to the organization or organizations to which an individual voluntarily applies is limited to that which is relevant and necessary for the application process as deemed by the organization or organizations to which an individual voluntarily applies. Better Impact neither monitors nor restricts the information requested by organizations that use MyVolunteerPage.com.

Limited Use and Disclosure - Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

Security Safeguards - Personal information will be protected by security safeguards appropriate to the sensitivity of the information. The safeguards will protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

Cookies - MyVolunteerPage.com requires the use of cookies. A cookie is a small text file written to a user's hard drive that contains a set of characters unique to each user. This controls the information that is displayed to the user. The cookies do not contain any personal information about users.

Hyperlinks to Other Web Sites - Our web sites may include links to web sites of other companies unaffiliated with us. Please note that we are unable to review all such sites and take no responsibility for the content of any linked web site.

Code of ethics regarding customer privacy - All employees have had criminal background checks and are bound by a confidentiality agreement restricting them from any access to the data except for the purposes of fulfilling our obligations to clients. Contraventions to this agreement are grounds for dismissal.

Privacy Officer

- Tony Goodrow, CEO – tony@betterimpact.com.au