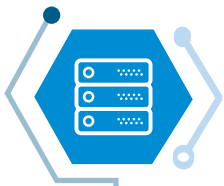




PlusTrac Data Security

We know how to protect

At ZOLL, we're all about protecting you from sudden cardiac arrest – and we take the same approach when it comes to protecting your data from cyber attacks. As a PlusTrac™ customer, you deserve the peace of mind that comes with knowing your organization is fully secure and prepared to respond to sudden cardiac arrest. That's why our approach to data security is the best in the business.



DATA STORAGE

Our commercial-grade data center, located in a secured site over 1,000 miles away from our operations, is designed with:

- Industry-leading physical and network security protection
- Disaster recovery options
- A wide range of environmental controls, including smoke detection, fire suppression, and redundant cooling

The data center is SSAE SOCII (formerly SAS 70 Type III)-compliant and is built to anti-terror force protection codes, including:

- Full-time onsite armed security
- Monitoring/video surveillance
- Biometric access cards
- Mantrap access to data center

ZOLL®



PHYSICAL ACCESS TO DATA CENTER

Physical access to servers is limited to authorized personnel with photo ID, biometric scan (handprint or retinal), and escort of a staff member. All facility visitors must sign in and surrender a valid TSA-approved ID. Our servers are protected by a Cisco ASA 5510 firewall.

DATA BACKUPS

A full database backup is performed daily. In case of an emergency, AED data can be restored to the most recent backup file.

ACCESS TO DATA

Customer data access is strictly controlled by use of approved user names and strong passwords. User-based/role-based access provides escalated permissions so only authorized users have the ability to edit data.

CUSTOMER SUPPORT

Our Client Services team can respond from virtually anywhere with Internet access to minimize down time. All internal files are stored on the cloud and phones are managed by a VOIP system.

There are four customer-facing roles to the AED software:

- Customer Admin: Has access to all sites and data
- Group Coordinator: Has access to all sites and data assigned to his/her group
- Site Coordinator: Has access only to data for his/her site(s)
- Inspector: Can only log maintenance checks or report AED uses for AEDs at his/her site.

ZOLL is serious about security. For more information, contact us: support@plustrac.com or (866) 352-5433

ZOLL Medical Corporation | www.zoll.com/plustrac | support@plustrac.com | 866-352-5433

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