

trust-hub is an innovative, hosted platform that enables organisations to turn the challenge of data protection and compliance into a commercial advantage. By facilitating the safe flow of personal data across a business, the platform enables data-driven decision-making, creates operational efficiencies and mitigates risk. This factsheet describes the features of our unique modular approach.

KEY FEATURES	BUILDING BLOCKS	CORE COMPONENTS
 <p><b>Ultra-secure physical and digital platform</b></p> <p>We combine a highly secure physical environment with state-of-the-art digital defences to ensure the highest levels of infrastructure security.</p>	<p><b>Physical security</b> trust-hub platform and all data is housed in ultra-secure, UK-based hosting facilities, offering unmatched protection against potential threats.</p>	<ul style="list-style-type: none"> <li>• ISO 27001, PCI and Government IL3/4 accredited facilities</li> <li>• 24/7 on-site security</li> <li>• Infrared CCTV surveillance</li> <li>• Strict access controls</li> </ul>
	<p><b>Network security</b> Continuous monitoring rapidly identifies and responds to any suspicious activity impacting the personal data stored by trust-hub.</p>	<ul style="list-style-type: none"> <li>• 24/7 Security Information and Event Management (SIEM) monitoring for network and infrastructure</li> <li>• Secure audit trail records the access and retrieval of personal data</li> <li>• Regular incident response testing</li> </ul>
	<p><b>Access security</b> Strict encryption and permission-based access controls ensure only authorised entities can view or retrieve sensitive data.</p>	<ul style="list-style-type: none"> <li>• Permission-based access to each separate trust-hub architecture layer: web services, applications and data storage</li> <li>• Authenticated and encrypted transmission of all data</li> </ul>
 <p><b>Data protection by design</b></p> <p>Data protection is built into our platform from the ground up. Our approach to encryption and personal data processing inherently supports privacy and compliance.</p>	<p><b>Encryption &amp; Key Management</b> We encrypt all personal data, whether it's in transit or at rest. Our platform is also specifically designed to prevent us accessing our customers' data and we retain no master key to unlock encrypted files.</p>	<ul style="list-style-type: none"> <li>• Dedicated Hardware Security Module (HSM) to create authentication certificates and encryption keys</li> <li>• Certified to FIPS 140-2 Level 3 standards</li> <li>• Per-data-item encryption</li> <li>• Best practice security algorithms</li> </ul>
	<p><b>De-personalisation of data</b> We provide a secure and controlled environment in which to process personal data and remove personal identifiers, with full support for anonymisation, tokenisation and pseudonymisation.</p>	<ul style="list-style-type: none"> <li>• Configurable framework to run bespoke data processing algorithms</li> <li>• Built-in algorithms for anonymisation, tokenisation and pseudonymisation of personal data</li> <li>• Data processing is controlled against data subject consent</li> </ul>
 <p><b>Scalable and portable data architecture</b></p> <p>Our data model is designed to accommodate mission-critical structured and unstructured data, to scale as the business grows and to be exported if required.</p>	<p><b>Extensible data model</b> The data model facilitates the rapid storage and retrieval of data and the ability to model sophisticated relationships between data items and the business, such as consent. We ensure lightning-fast encryption and retrieval speeds, as well as support for extensible data sets.</p>	<ul style="list-style-type: none"> <li>- Implemented using best-in-class graph database technology</li> <li>- Highly scalable, with lightning-fast read/write access and ACID compliant queries</li> <li>- Easily extensible data model</li> <li>- Tried-and-tested in mission-critical production applications</li> </ul>
	<p><b>Portable data</b> Our architecture is designed to support the mass export of data should this be required by the business.</p>	<ul style="list-style-type: none"> <li>• Support for a variety of export formats including JSON and XML</li> </ul>

KEY FEATURES	BUILDING BLOCKS	CORE COMPONENTS
 <p><b>Configurable enterprise dashboard</b></p> <p>The Business Lens enables business leaders to balance the risk and reward of using personal data, and actively evolve the data management strategy in line with business goals.</p>	<p><b>Compliance, usage and event dashboard</b> Our easy-to-understand visual dashboard charts the compliance status of your business at every level, and highlights system or process weaknesses in personal data management. 'What-if' simulations and usage heat-maps help the business avoid personal data bottle necks and rights management reports enable the business to ensure adherence to data subject rights.</p>	<ul style="list-style-type: none"> <li>• Gauge compliance with specific data protection and privacy regulations such as GDPR</li> <li>• Granular drill-down facility to view compliance and data usage at any level</li> <li>• Detailed trends on subject access requests (SARs) as well as porting, erasure and data rectification requests</li> </ul>
 <p><b>Comprehensive DPO and rights management tools</b></p> <p>Provide Data Protection Officers (DPOs) with the tools they need to discharge their responsibilities and streamline the management of personal data in a cost-effective way. The flexible framework enables the business to adapt to shifts in the data protection and privacy landscape.</p>	<p><b>Consent management</b> Consent relationships are natively modelled in our platform. Our dashboard provides a one-stop shop for capturing, visualising and managing consent information, to reduce complexity and minimise the risk of non-compliant data usage.</p>	<ul style="list-style-type: none"> <li>• GDPR-ready: capture and model freely given, specific, informed and unambiguous consent</li> <li>• Provide evidence of how, when, why, and over what period, data subject consent was granted</li> <li>• Manage consent for internal and third party data stored by your organisation</li> </ul>
	<p><b>Access management</b> Share personal data easily and securely across your business, with granular control over internal and third party access rights.</p>	<ul style="list-style-type: none"> <li>• GDPR-ready: demonstrate compliant access controls</li> <li>• Overlay bespoke access policies on top of data subject consent</li> <li>• Allow or restrict data access at any level</li> <li>• Active Directory / LDAP integration</li> </ul>
	<p><b>Breach reporting and privacy impact assessments (PIAs)</b> Rapidly estimate the scale and impact of a data breach, based on the volume and sensitivity of the personal data involved and the systems or teams compromised.</p>	<ul style="list-style-type: none"> <li>• GDPR-ready: support 72-hour breach reporting requirements</li> <li>• GDPR-ready: document data breach investigations in detail</li> <li>• Run privacy risk simulations</li> </ul>
	<p><b>Rights management</b> Efficiently comply with the new rights of customers and employees enshrined by GDPR. Rapidly identify personal data across your business to respond quickly and cost-effectively to access requests.</p>	<ul style="list-style-type: none"> <li>• GDPR-ready: respond to subject access requests within one month</li> <li>• GDPR-ready: access, rectify or erase personal data more effectively</li> <li>• Rapidly locate personal data within any business system</li> </ul>
 <p><b>Secure personal data analysis engine</b></p> <p>Our Privacy Engine provides a secure, ring-fenced environment in which to analyse and interpret personal data without exposing the business to disproportionate risk.</p>	<p><b>Compliant data analysis</b> This module enables the business to leverage personal data with none of the drawbacks. It ensures personal data does not touch the enterprise environment, reducing the risks associated with handling, storing and analysing it for business insights.</p>	<ul style="list-style-type: none"> <li>• Run business logic, analysis and attribute derivation on personal data in a secure environment</li> <li>• Aligned to the principles of the National Centre for Research Methods' "Analysis Server"</li> </ul>

KEY FEATURES	BUILDING BLOCKS	CORE COMPONENTS
 <p><b>Intuitive data subject access tools</b></p> <p>Improve customer satisfaction and the integrity and value of personal data. Empower people to update their information and provide consent easily.</p>	<p><b>Mobile and tablet access</b> Data subjects can view and update their personal information simply and securely via trust-hub's smartphone or tablet application.</p> <p><b>Online portal</b> Data subjects will be able to view and update their personal information simply and securely via trust-hub's online portal.</p> <p><b>Personal consent management</b> We enable data subjects to view and control consent transparently via a simple interface, ensuring your business can harness accurate data for business processes and generate usable insights.</p>	<ul style="list-style-type: none"> <li>• Supports verified Android and iOS devices</li> <li>• Secure authentication in line with FIDO standards</li> <li>• Secure on device information storage using Knox (Samsung) and Secure Enclave (iOS)</li> <li>• Supports all major web browsers</li> <li>• Secure authentication in line with FIDO standards</li> <li>• Install-free communications with no plugins</li> <li>• GDPR-ready: grant or revoke consent with equal ease</li> <li>• GDPR-ready: demonstrate compliant consent with a verifiable audit trail</li> <li>• Granular control over consent purpose and time frame</li> </ul>
 <p><b>Authenticated multi-channel communication</b></p> <p>Enable safe and secure conversations with customers and employees via authenticated communication channels that protect against fraud.</p>	<p><b>Real-time communications</b> Whether it's voice, video or messaging, our smartphone app and online portal will enable customer or employee communications to take place over authenticated and encrypted channels.</p> <p><b>Enterprise communication client</b> Reduce friction and improve the customer experience with secure communications that remove the need for on-going identification and verification (ID&amp;V).</p>	<ul style="list-style-type: none"> <li>• WebRTC-powered real-time communications (RTC)</li> <li>• Authentication of both the calling and receiving party</li> <li>• All communications are SSL and TLS encrypted</li> <li>• Verifiable audit trail of conversations</li> <li>• Rapidly share relevant personal data without storing it on local systems</li> <li>• Alignment with existing business processes that use security questions for ID&amp;V</li> </ul>
 <p><b>Flexible authentication mechanisms</b></p> <p>Our future-proofed approach to authentication enhances security and improves the customer experience.</p>	<p><b>Multi-factor authentication</b> We harness multiple authentication mechanisms – such as PIN, fingerprinting and voice recognition - to make identification and verification easier, faster and more secure for customers.</p> <p><b>Enterprise user authentication</b> We rigorously authenticate enterprise users with user IDs and passwords aligned to corporate security policies.</p>	<ul style="list-style-type: none"> <li>• Strong authentication based on FIDO standards</li> <li>• Protocols are based on public key cryptography and are strongly resistant to phishing</li> <li>• Open, scalable and interoperable protocols ensure forward compatibility</li> <li>• Biometric information, if used, never leaves the user's device to maintain privacy</li> <li>• Passwords in transit are encrypted via SSL and TLS</li> <li>• Configurable password policy which can be aligned to existing enterprise security policies</li> <li>• Active Directory / LDAP integration</li> </ul>

KEY FEATURES	BUILDING BLOCKS	CORE COMPONENTS
 <p><b>Interoperability</b></p> <p>Whether the organisation currently depends on in-house or cloud-based systems, the trust-hub API is designed to support full integration and help you capitalise on existing resources.</p>	<p><b>Simple integration</b> Fully integrate existing cloud or enterprise systems with our platform, ensuring maximum flexibility and control over personal data.</p>	<ul style="list-style-type: none"> <li>• System interoperability powered by trust-hub's RESTful web service API</li> <li>• Manned technical support</li> </ul>
	<p><b>Out-of-the-box integration</b> Accelerate set-up and establish immediate connectivity for popular cloud-based and on-premise applications.</p>	<ul style="list-style-type: none"> <li>• Rapid system connectivity, powered by best-in-class third party integration platform-as-a-service solutions.</li> </ul>
 <p><b>Platform availability &amp; SLAs</b></p> <p>Every aspect of our service has been carefully engineered with high availability hardware to avoid single points of failure and ensure optimal access to your stored data.</p>	<p><b>Built-in redundancy &amp; resilience</b> Resilience is built into the infrastructure supporting our platform, with redundant back-ups for power, connectivity and data storage.</p>	<ul style="list-style-type: none"> <li>• Platform hosted at two geographically separate UK facilities</li> <li>• Diversified high-bandwidth fibre connectivity via multiple Tier 1 carriers</li> <li>• Two independent power feeds, backed-up by UPS batteries and diesel generators</li> <li>• 24/7 environmental monitoring and control with N+1 redundant HVAC units</li> <li>• Extensive fire detection and suppression systems</li> </ul>
	<p><b>Service continuity</b> With robust SLAs covering both our infrastructure and services, organisations can be certain of continuous access to their business-critical data.</p>	<ul style="list-style-type: none"> <li>• Deployed on infrastructure with 100% availability SLAs</li> <li>• Technical engineers on-site 24/7</li> <li>• Two trust-hub service SLAs offered: 99.99% availability for the enterprise facing service and 99.9% availability for the consumer facing service</li> </ul>

Ready to capitalise on shifts in the data protection and privacy landscape with trust-hub?  
Learn more about all our capabilities at [trust-hub.com](http://trust-hub.com) or contact us with any questions.

W | [www.trust-hub.com](http://www.trust-hub.com) E | [info@trust-hub.com](mailto:info@trust-hub.com) T | +44 (0)20 3582 5055

HQ | 192E Campden Hill Road, Notting Hill Gate, London, W8 7TH



trust-hub is ISO27001 certified

™/© trust-hub 2016. All rights reserved

