CONTROLIO – HOW SECURE IS YOUR DATA?

OVERVIEW

Your data's safety is our priority. EfficientLab (vendor of Controlio and Work Examiner products) spends a lot of time and effort to make our customer's experience safe and secure. We are constantly training our employees, applying the latest software updates and using the best practices in data security.

DATA TRANSFER

- All connections work with **strong SSL encryption** (clients, web consoles).

- **Temporary access tokens** are used by web console (Dashboard) and client agent program.

- All user activity data that is stored on the client agent computer (before it's uploaded to the server) is encrypted with **strong AES algorithm**.

IN-APP SECURITY

- Built-in Dashboard roles management feature implements users access rights restrictions: e.g. company **managers may access their department users only** and will not get any data from other departments or users.

- **Audit Log feature** will leave a record of any user action (view, edit, rename, delete) on any object (report, user, computer, monitoring profile, scheduled reports…) in the Dashboard.

- **2-factor authentication** can be enabled for any Dashboard user.

- **IP blacklist/whitelist** limits access to the Dashboard with the Whitelist and the Blacklist.

- **Brute-force protection** safeguards your account against attackers when some attempts logging into your account multiple times unsuccessfully.

ON-PREMISES SECURITY FEATURES

- When deployed on-premises, Controlio modules **do not send any data to the Internet**. Developers have no access to on-premises deployments. On-premises deployment model is the most secured way of Controlio implementation (e.g. if you want to be HIPAA compliant).

- Controlio on-premises server runs in isolated Docker virtual machine container that offers a high level of security: https://docs.docker.com/engine/security/.

- Controlio on-premises version can be deployed in the customer's private cloud environment (e.g. AWS).

CLOUD PROTECTION

- All cloud data is stored in **Amazon S3 cloud storage** which offers high security standards (including SOC https://aws.amazon.com/compliance/soc-faqs/, ISO 27001, https://aws.amazon.com/compliance/iso-27001-faqs/ and other compliance standards https://aws.amazon.com/compliance/).

- Controlio developers do not operate with specific customer's data, they manage big DB data only (e.g. applying a platform update). Developers may access specific account data **on customer's** (technical support) **request only**. All other employees have **no access to customer account data**.

- Controlio does not offer activity data access to any 3rd parties.

- Data backups run continuously with 2 weeks retention period (all changes for the last 2 weeks can be restored)

- By default, customer's activity data is deleted after 6 months (data retention period, can be changed in the custom plan) of storage.

- Controlio web dashboard **does not collect or store any customer's credit card data**, all payments are processed by FastSpring - PCI compliant and regularly audited company.

OTHER EFFORTS

- All critical systems are **constantly tested for breaches** by 3rd party experts.

- Operating systems and critical software packages are updated on time.

- Computers activities of our employees are monitored and any action is recorded.

GDPR COMPLIANCE

- GDPR data collection mode (no personal data tracked: window titles, urls, screen recordings, keystrokes, searches, file operations, emails and printings)

- 6 months of data retention (by default).

- Cloud Data of EU customers is stored in AWS EU region

- Users may access their data at any time with personal logins (create in Settings - Logins)

- Customer's employees may request to delete their data at any time (you should notify your users about this option)

- Any site or app can be excepted from tracking (if it may contain any critical/personal data)

- Client agent can show a monitoring warning message on user session start (user notification on data collection)

- Client agent has an option to enable/disable monitoring by a user himself (Tray Icon mode)

COMPANY

EfficientLab LLC (NY, USA) is an independent software vendor providing high-quality and robust employee monitoring technologies. The first product, Work Examiner, was released in 2005.

Controlio (released in 2017) is a web-based cloud system for employee productivity tracking on their computers that run Windows/macOS. You can easily monitor web and application usage and watch what's happening on your staff screens live or on-demand. With Controlio, you can see productivity issues and organizational bottlenecks at their early stages and take care of them before they become big.

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