

Funraisin Security Overview

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Funraisin is committed to securing our customers' data to the highest degree. Funraisin services more than 6,000,000 transactions annually for many of the world's leading Not for Profits, that's why trust is the foundation of our privacy and data security promise to our customers, and their supporters.

Operational Security

We have a dedicated security team responsible for the security of the application, identifying vulnerabilities and responding to security events.

Data storage and processing locations

We store data in data centres based in USA, Canada, the EU, and Australia depending on our customer's location and data sovereignty needs. We use AWS and RackSpace content delivery networks for content caching. Network mapping for these networks can be found at <https://support.rackspace.com/how-to/rackspace-cdn-geography-mapping/> and <https://www.cdnplanet.com/cdns/cloudfront/#network>

Security policies

We have a suite of security guidelines with supporting procedures which have been aligned with the ISO 27001, SOC2 and PCI-DSS standards. Our security documentation is frequently reviewed and updated to reflect changes to our processes made in response to newly identified threats, as well as our commitment to continuous improvement.

We use the NIST Cyber Security Framework to measure our ability to identify, protect, detect, respond and recover from security events.

Awareness and training

All staff and contractors go through a vetting process where they are subject to background checks and confidentiality agreements.

We provide an ongoing program of security awareness training designed to keep *all* members of staff informed and vigilant of security risks. This includes regular assessment of comprehension to measure the program's effectiveness.

Physical Security

We implement physical controls designed to prevent unauthorized access to, or disclosure of, customer data.

Data center controls

We only use state-of-the-art data centres and Cloud providers. Our data centres are monitored 24×7 for all aspects of operational security and performance. They are also equipped with state-of-the-art security such as biometrics, sensors for intrusion detection, keycards, and around-the-clock interior and exterior surveillance.

In addition, access is limited to authorized data centre personnel only; no one can enter the production area without prior clearance and an appropriate escort. Every data centre employee undergoes background security checks.

Data centre compliance

Our data center provider is certified to the following compliance standards: HIPAA, PCI-DSS, SOC 1 Type 2, SOC 2 Type 2, ISO 27001 and FISMA/NIST.

Our Cloud provider has the following certifications: PCI-DSS, ISO 27001, SOC 1 / 2 / 3, IRAP, ISO 27018 and ISO 9001.

AWS Security & Compliance

<https://docs.aws.amazon.com/whitepapers/latest/aws-overview/security-and-compliance.html>

RackSpace Security & Compliance

<https://www.rackspace.com/compliance>

Application Security

Our application has been designed with a focus on security by leveraging OWASP-aligned security principles for software engineering, encryption technologies and security assurance.

Security testing

We use a combination of regular scheduled scans of our application, as well as penetration testing to ensure that every area of our application has undergone rigorous security testing.

Our scheduled vulnerability assessment scans simulate a malicious user while maintaining the integrity and security of the application's data, and its availability. Static code analysis is also used across the application.

Security controls

We never give, rent, or sell access to your data to anyone else, nor do we make use of it ourselves for any purpose other than to provide our services.

We store each customer's data within their own database, which is used to retrieve data via the application or the API only. Each request is authenticated and logged.

Secure code development

We follow industry best practices and standards such as OWASP and SANS. We have separate environments and databases for different stages of the application development. We do not use production data in our test and development environments.

Data encryption

To protect data we encrypt information in transit by supporting TLS 1.2. Sensitive data at rest (such as PII data) is also encrypted using AES-256 encryption.

User access

We put considerable effort into ensuring the integrity of sessions and authentication credentials. Password storage, and verification, are based on a one-way method, meaning passwords are stored using a strong salted hash which cannot be reversed.

Data is either uploaded directly into the application using a web browser or uploaded via the API, which uses secure transfer protocols.

SSL/TLS access

All Funraisin sites are served constantly via HTTPS TLS 1.2.

Code monitoring

Every Funraisin site is monitored daily for code changes with daily changes sent to our CTO for review. The application itself is also monitored using CodeGuard (www.codeguard.com)

Any changes made to the application's code that were not scheduled can be immediately detected and reinstated automatically to the last stable release.

Patch management (Server)

Each Funraisin application receives updates on a weekly basis with all updates tested and reviewed prior to release

All Funraisin servers are managed in-house by our Cloud Engineering team. Operating System and application platform software is monitored on a daily basis and any security patches are deployed the next Saturday after the patch is released, unless the patch is deemed non-essential.

Code deployment

Funraisin code deployment is based on the "Continuous Deployment" methodology whereby features and fixes are rolled out as soon as they become available. This mitigates the risk of bugs and ensures that any issues are identified, and resolved, with speed.

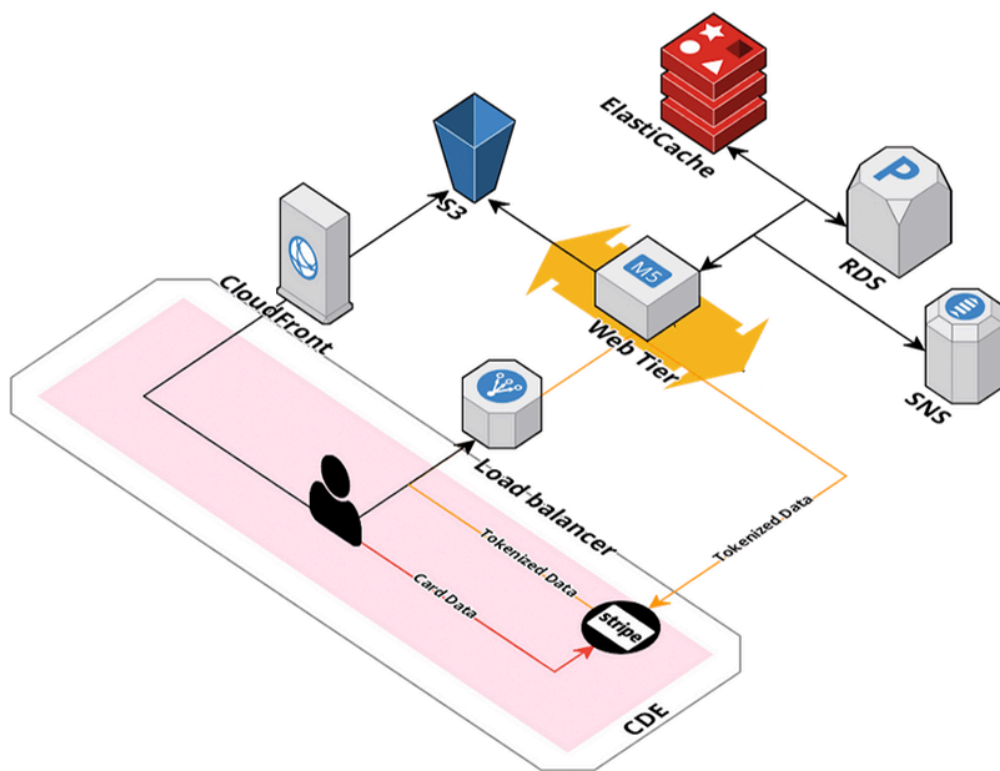
All development is carried out in a separate development environment that mirrors the functionality of a production environment.

Before releasing updates, each update is progressed into a "rush box" environment where we are able to test the expected outcome in a live scenario, before they are synced out to the core platforms.

All updates are managed in a GIT repository, as is each individual site, allowing us to roll back changes at any time. All issues are logged via issue tracking software, Bugherd & Jira.

Application Technology

Every Funraisin powered website is hosted within our dedicated AWS based Cloud environment. All servers are currently running Linux & PHP with each individual site sitting behind a Load Balancer with inbound and outbound WAFs, and connecting to a RDS Cloud MySQL Database Server as shown below. Databases do not support remote access.



Server firewall configuration

Each server instance is protected by inbound and outbound firewalls with the following port settings.

TCP Port 80 Accept
TCP Port 443 Accept
TCP Port 12345 Accept

Server and Database access

Each server can only be accessed by an authorized Funraisin employee, via SSH or SFTP.

Database access is restricted to connections only from the Funraisin application itself. Remote access is not permitted.

Backups

For databases we use AWS Point in Time restoration (incremental backups), In addition, #each site has two daily full database backups which are stored in a private AWS bucket. Application servers are backed up daily with 3 day retention.

Data storage

All backed up data is stored securely in a private network within AWS. At no time is any data stored within Funraisin's own company network.

Backups can be provided to clients on request.

Data Removal & Destruction

All of our data centres follow best practice when it comes to decommissioning storage media. See section on [Physical Security](#). All backups are deleted on request.

Monitoring

All Funraisin sites are monitored both at server level and at the individual site level.

Server Monitoring

All Funraisin servers are monitored in real-time using AWS Cloud Watch and Pulseway which monitors server and database health, and provides SMS alerts to the Funraisin Cloud Engineering team should infrastructure breach defined utilisation parameters.

Site Monitoring

Each Funraisin site is monitored in real-time via Solarwinds Appoptics application monitoring which provides us with metrics such as, but not limited to:

- Page views per minute
- Server throughput
- Server response time
- End user time
- Error rate

This allows us to monitor all sites in real-time to watch for traffic spikes, bottlenecks and any errors users may be experiencing. If an individual site goes over a set threshold, or experiences poor performance, SMS alerts are sent out to the Funraisin Cloud Engineering team to investigate.

Uptime monitoring

All servers are also monitored for uptime using uptimerobot (uptimerobot.com).

Disaster Recovery and Business Continuity

Emergency Response Team

Name	Company	Mobile
Scott Dilley	Funraisin	+61 405 171 825
Luka Maretic	Funraisin	+385 99 4610 394
Eddie Petersen	Funraisin	+61 403 843 140
Ben Perkins	Funraisin	+61 411 966 180

Assumptions

- Key people (team leaders or alternates) will be available following a disaster.
- A national disaster, such as nuclear war, is beyond the scope of this plan.
- Each 3rd party organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.

Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Funraisin operations. The ERT identifies vulnerabilities and recommends measures to prevent extended service outages.

Team member responsibilities

- Each team member will designate an alternate
- All of the members will keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work.
- All team members will keep this plan for reference at home in case the disaster happens after normal work hours. All team members will familiarize themselves with the contents of this plan.

Instructions for using the business continuity plan

Invoking the plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan, and remain in effect until operations are resumed at the original location or a replacement location and control is returned to the appropriate functional management.

Disaster declaration

The senior management team, with input from the ERT, is responsible for declaring a disaster and activating the various recovery teams as outlined in this plan.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by Funraisin senior management. The ERT will respond based on the directives specified by senior management.

Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the plan must be activated immediately in the following cases:

- Two or more systems and/or sites are down concurrently for three or more hours
- Five or more systems and/or sites are down concurrently for one or more hours
- Any problem at any system, or network facility, that would cause either of the above conditions to be present, or there is certain indication that either of the conditions is about to occur

Emergency management procedures

The following procedures are to be followed by system operations personnel, and other designated Funraisin personnel, in the event of an emergency.

In the event of a natural disaster

1. Notify the ERT
2. Determine risk of outage and possible timeframe
3. Take immediate backups of all critical systems

In the event of a network services provider outage

1. Notify the ERT
2. Determine cause of outage and timeframe for it's recovery
3. If outage is expected to be greater than 6 hours relocate all servers to a new data centre unless the outage is global
4. Notify all platform owners and provide instructions

PCI Compliance

All Funraisin sites are compliant with PCI DSS. If you wish to add your Funraisin site to your own PCI Compliance we can provide you with our Attestation of Compliance (AOC).

Accepting payments

All payments are processed via Stripe and PayPal, unless by special arrangement. Card data is encrypted using Stripe's client-side encryption via their Stripe JS and Stripe Elements products. All payments are processed using a secure card token. At no time does any card data touch Funraisin servers. Card data is not stored within any Funraisin application.

This is compliant with the PCI DSS SAQ A-EP guidelines. For more information on Stripe JS visit <https://stripe.com/docs/stripe-js>