



SCHEDAERO SECURITY, PRIVACY, & COMPLIANCE POLICIES

SchedAero has privacy and security-conscious policies that apply to all of our information handling practices. We realize that we are entrusted with your valuable and proprietary customer and business data. We have implemented considerable policies to ensure its privacy and security. CharterX, the developer of SchedAero, has provided information technology services to the business aviation community for over 10 years. During that time, we have established a consistent track record of securely storing and maintaining confidential customer data.

Contractual Privacy Protection for Customers

SchedAero's contract with you include confidentiality provisions that prohibit us from disclosing your confidential information, including customer data, except under certain narrowly defined circumstances, such as when required by law.

SchedAero agrees not to use, modify, or disclose to anyone other than a customer's designees any of its respective customer data.

SchedAero agrees not to access customer accounts, including customer data, except to maintain the service, prevent or respond to technical or service problems, at a customer's request in connection with a customer support issue, or where required by law.

Code of Conduct, Confidentiality Agreements, and Information Security Policies

Every SchedAero employee and contractor must follow SchedAero's code of conduct, sign confidentiality agreements, and follow SchedAero's information security policies.

Security Technology

SchedAero maintains a comprehensive array of technical measures to protect the SchedAero service and offers a robust set of customer-controlled settings to further heighten privacy and security protection.

Connection to SchedAero is via a secure, password-protected website. Individual user sessions are uniquely identified and re-verified with each transaction.

Customers passwords are not accessible by SchedAero personnel.

Application logs record the creator, last updater, timestamps, and originating IP address for every record and transaction completed.

Software configurations are designed to provide secure logical separations of customer data that permit each customer to view only its related information.

Hosting & Network Security Measures

The SchedAero servers and data are hosted at Rackspace (www.rackspace.com), the world's leading enterprise hosting service provider. Rackspace provides:

Physical Security

Keycard protocols, biometric scanning protocols and round-the-clock interior and exterior surveillance monitor access to every one of Rackspace's data centers.

Only authorized data center personnel are granted access credentials to Rackspace data centers. No one else can enter the production area of the datacenter without prior clearance and an appropriate escort.

Every Rackspace data center employee undergoes multiple and thorough background security checks before they are hired.



Precision Environment

Every Rackspace data center's HVAC (Heating Ventilation Air Conditioning) system is N+1 redundant. This ensures that a duplicate system immediately comes online should there be an HVAC system failure.

Every 90 seconds, all the air in Rackspace data centers is circulated and filtered to remove dust and contaminants.

Advanced fire suppression systems are designed to stop fires from spreading in the unlikely event one should occur.

Conditioned Power

Should a total utility power outage ever occur, all of Rackspace's data centers' power systems are designed to run uninterrupted, with every server receiving conditioned UPS (Uninterruptible Power Supply) power.

The Rackspace UPS power subsystem is N+1 redundant, with instantaneous failover if the primary UPS fails.

If an extended utility power outage occurs, the routinely tested, on-site diesel generators can run indefinitely.

Core Routing Equipment

Only fully redundant, enterprise-class routing equipment is used in Rackspace data centers.

Fiber carriers enter Rackspace data centers at disparate points to guard against service failure.

Network Technicians

Rackspace requires that the networking and security teams working in data centers be certified. Rackspace also requires that they be thoroughly experienced in managing and monitoring enterprise level networks.

Rackspace Certified Network Technicians are trained to the highest industry standards.

Backups

In addition to disaster-recovery capabilities, customer data is also backed up to tape in a separate data center. Tapes are not transported offsite from this data center, reducing the risk of loss.

CONTACT US TODAY!

Please contact us if you have questions or would like to walk through a demo with one of our team members. To sign up for a free trial of the system today, go to www.schedaero.com/trial

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