# TalentClick Privacy & Data Security

At TalentClick, we understand the importance of maintaining the highest standards of data security, and our data management practices prioritize security, availability, processing integrity, confidentiality, and privacy. Through continuous oversight and improvement of our systems, we strive to exceed industry expectations and uphold a robust data security posture.

TalentClick is **SOC 2® certified** and undergoes annual voluntary audits to maintain our SOC 2® compliance certification. This helps our organization manage third-party risks and keep our client data safe and secure.

## Application Security

TalentClick follows approved industry standards and best practices to build security into our platform during development and testing. In addition, we engage with third-party security experts to perform manual web application and network penetration testing on a regular basis. Client data is always segregated from other clients, and stored in highly secure data storage facilities (in USA or Canada) with access safeguards and 24/7/365 monitoring.

## Data Protection & Privacy

Data submitted by participants is kept strictly confidential and is not shared with anyone other than the party who initiated the assessment process. Data is protected by **TalentClick's privacy policy**. Security audits are conducted regularly. Data is retained only as long as needed to perform our contractual obligations with clients, or for other legitimate business reasons.

## Availability

TalentClick's system has multiple safeguards for catastrophic failures, including current machine images, automated database backups, zone replications, and load balancing. Maintenance windows requiring downtime occur less than once per quarter and do not exceed 30 minutes. We guarantee an uptime of at least 99.5%.

## Access Control

TalentClick's system allows each client to create unique, individual logins and manage role-based access levels for individual users in their organization (regular user vs. administrative user). We use multi factor authentication (MFA) for all privileged access.

**Single Sign-On (SSO)**

Single Sign-On (SSO) is a login method that allows users to access TalentClick's Portal with the same login credentials as their organization login (Microsoft Entra ID). Once an organization has TalentClick SSO enabled, portal users log in using their Microsoft credentials. SSO enhances security by centralizing login authentication and reducing the potential entry points for hackers, therefore protecting sensitive organizational data.

## Data Encryption

TalentClick encrypts all participant data in transit and at rest. We also enable SSL (Secure Sockets Layer) 256 bit encryption for accessing and transmitting sensitive data.

## Security & Privacy Training

Depending on role, TalentClick employees undergo information security and privacy training every 3-12 months. Our technical product team members receive more regular training than our employees in areas such as marketing, sales and accounting. In addition, all TalentClick contractors are required to complete security and privacy training on a regular basis.

## Vulnerability Management

TalentClick keeps up-to-date on breaking security alerts, software and system patches, and other relevant updates. We use network protection controls and intrusion detection mechanisms to guard against unwanted access, malicious attacks and data breaches. Security patches can be deployed without a scheduled maintenance window, and any maintenance windows requiring downtime occur less than once per quarter and do not exceed 30 minutes.

## Physical Security

TalentClick's data is stored in highly secure US or Canadian AWS (Amazon Web Services) storage facilities which have relevant industry certifications and provide state-of-the-art network operations centers, advanced security and monitoring systems, sophisticated fire suppression systems and redundant utility transformers, generators, automatic transfer switches, main switch panels, and uninterruptible power supplies.

## Threat and Vulnerability Management

TalentClick's team has installed redundant firewalls and intrusion detection systems to monitor and protect the network perimeter. System servers and firewall log files are continuously scanned and monitored by automatic applications that record performance and availability.

## Operating Systems and Subsystems

TalentClick protects its operating systems by using a minimal number of access points to all production servers and enforcing strong authentication and authorization for access. Operating systems are strengthened by continuous maintenance, including updating patch levels for security, and disabling and removing unnecessary users, protocols, and processes.

## Compliance and Attestations

**TalentClick's SOC 2® compliance certification**

A key component for organizations handling customer data is achieving SOC 2® compliance. This recognized compliance standard not only reinforces trust with clients by demonstrating a commitment to security but also enhances the overall risk management of the organization.

To obtain TalentClick's detailed SOC 2® report, please contact **privacy@talentclick.com**

**Security and Data Privacy Standards**

**GDPR:** TalentClick has taken all necessary steps and maintained processes and protections for participant data in compliance with the General Data Protection Regulation of the European Union ("GDPR"). For information on how TalentClick complies with the GDPR, please visit **https://talentclick.com/privacy-statement-english/**

**CCPA:** TalentClick does not sell participant data and our data handling practices comply with the California Consumer Privacy Act ("CCPA"). For information on how TalentClick complies with the CCPA, please visit **https://talentclick.com/privacy-statement-english/**

## Reporting a Security Vulnerability

At TalentClick we incorporate security into our ongoing development processes and strive to keep our platform secure. If you have identified a specific, reproducible security vulnerability in our website or one of our products, we ask that you contact us at **privacy@talentclick.com**. Thank you.