

Hach Mobile Sensor Management Data Security, Privacy and Safety

At Hach®, our number one concern is our customers' data security and data privacy. Hach's products, development processes and operations satisfy the internationally accepted directives on information security management set forth by ISO/IEC 27001, ISO/IEC 62443-4-1 and -4-2.

Your data is secure.

All communications between the Mobile Sensor Management hardware and the Hach Remote Server utilize industry standard 2048-bit Secure Sockets Layer (SSL/TSL) encryption algorithms, making sure that only known and trusted end-points can communicate. The implemented firewalls ensure all other traffic is being ignored so that no unauthorized third party is able to access the system or eavesdrop on the communication.

All data stored on the server (data at rest) is encrypted and safeguarded using the latest IT technology and operational processes.

Access to the application is controlled by user name and password. Least Privilege Principle is enforced and we maintain strict password policies to ensure no passwords can be guessed or compromised by a brute force attack.

All sensitive data in Hach devices, like the SC1500 and DR3900, are stored in a "data safe" (encrypted flash memory). This prevents vulnerability even if the devices are stolen and physically accessed by an unauthorized third party.

Your data is private.

Data privacy means only you and those you authorize can see your data. Hach's implementation is certified to one of the most restrictive data privacy policies worldwide. This includes:

- Customer's exclusive ownership of all key material
- Strict separation of customer's data
- Local data privacy rules are complied with through local servers
- Hach tech support access via certificate-based VPN on customer's explicit invitation and approval only

- Hach administrators log onto the Mobile Sensor Management system through two-factor authentication

Hach reserves the right to query the data in anonymized form for product development purposes.

Your data is safe.

The Hach remote server maintains a 99.9% uptime. The data center handles all backups and hot switchovers during hardware upgrades/failures, ensuring you will always have access to your data.

- Data is stored on multiple servers in different data centers, ensuring quick data recovery if needed.
- Data centers are in different geographic locations for disaster recovery purposes.

To ensure the highest level of protection for your data, Hach partners with Microsoft as a professional, renowned, and experienced expert in keeping data secure, private, and safe. For more information about Microsoft's compliance with international regulations, see:

<https://azure.microsoft.com/en-us/support/trust-center/compliance>

Below is a list of the most important regulations and directives that have been applied by Hach:

- IEC 62433 (international)
- ISO/IEC 27001-27005 (international)
- NIST 800-34, 800-53, 800-82 (international)
- BSI IT Protection (Germany)
- BDSG (BundesDatenSchutzGesetz, Germany)
- AWWA G340 (USA)

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