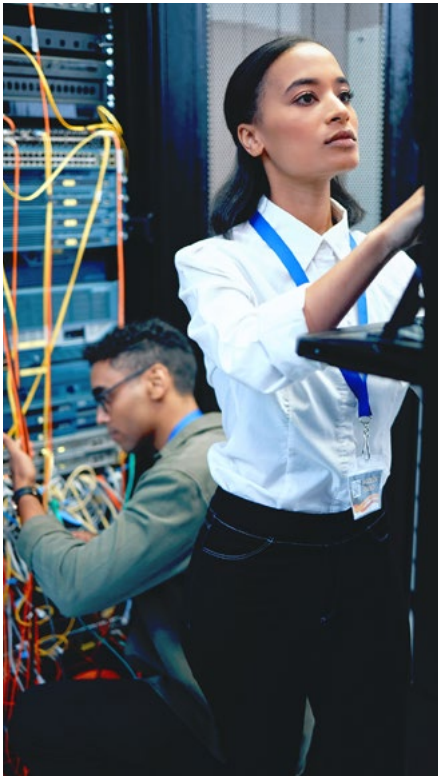


Security at LanguageLine: Your Data, Always Protected

At LanguageLine, safeguarding your data is not just a priority—it's a promise. We go beyond merely meeting industry regulations like HIPAA; we proactively exceed them. Our HITRUST certification reflects our unwavering commitment to adopting world-class security protocols, ensuring your sensitive information is protected at every stage. Regular internal and external audits further demonstrate our dedication to maintaining the highest standards of security and compliance, giving you the confidence to trust us with your most critical data.



Advanced Security Protocols

We understand that different industries and companies have varying security needs. Our onboarding process includes establishing specific security protocols tailored to your requirements. Here's an overview of our core security measures:

- **File Transfer Security:** Our standard method for file transfer is through ShareFile, a secure Citrix solution hosted on the Amazon cloud. All users are required to have an account to access it. Files are never sent as email attachments, and we can revoke access remotely when needed. If clients choose to opt out of ShareFile, they must provide written documentation, and we maintain a record of exemptions. Other secure methods we offer include FTPs, SFTP, and an RDS (Remote Desktop Services) solution for sensitive financial data, which ensures that files never leave the network and prevents unauthorized saving or copying.
- **Production File Backup:** VSS (Volume Shadow Copy Service) is enabled on our servers. All our virtual servers are mirrored on our failover site in El Paso, Texas. While we keep customer data indefinitely, we can enter into a data retention agreement to meet client requirements. In such cases, data deletion is automated and logged for audit purposes.
- **Controlled File Access:** Our internal team members can access active projects by default through our secure servers. For clients, especially in the financial sector, who require tighter control, we can restrict file access to assigned Project Managers. We maintain distinct Active Directory (AD) groups for these accounts, and access is only granted with written approval. Periodic audits of these access groups ensure ongoing compliance.
- **Translation Memories:** Translation Memories (TMs) are secure and rarely used for files containing Protected Health Information (PHI), particularly for documents translated into English. In such cases, the TMs remain unused, protecting sensitive data.



Enhanced Encryption & Access Controls

- **End-to-End Encryption:** All communication within our platform is encrypted using TLS 1.2, and data at rest is safeguarded with AES-256 encryption.
- **Federated Single Sign-On (SSO):** We offer SSO integration via SAML for seamless and secure user authentication, ensuring your organization controls data access.
- **User Access Control:** Our platform allows the creation of custom user groups, providing granular control over who can access specific data. Clients can also control user registration, ensuring only authorized individuals have access.

Robust Cloud Infrastructure

Our translation management platform is hosted in a highly secure, self-managed AWS environment with built-in redundancy. We deploy best-in-class tools to monitor platform activity and ensure 24/7 protection from potential threats. This proactive approach to security allows us to deliver a reliable and resilient service to our clients.

Trusted by Industry Leaders

We are proud to work with some of the most highly regulated organizations. Our security protocols are regularly audited, ensuring we meet the highest compliance and data protection standards. **LanguageLine Solutions supports 69% of the companies in the Fortune 100**, spanning various industries such as healthcare, insurance, finance, and government agencies. **Specifically, 100% of the healthcare companies in the Fortune 100 are LanguageLine clients, and 70% are financial companies.**

For more information, please contact your Business Development Manager or our Customer Service team at translation@languageline.com.