SDL Language Cloud

Security

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Introduction

The security of our clients' information is paramount to our business and SDL prioritizes keeping their information secure. SDL pledges to protect your business and data with state-of-the-art technology supported by our people, policies and procedures.

This paper details how we develop and host **SDL Language Cloud** to ensure a secure environment where customers can process and manage content. By extension, these measures also apply to products powered by SDL Language Cloud, such as SDL Trados Live.

ISO 27001 and security by design

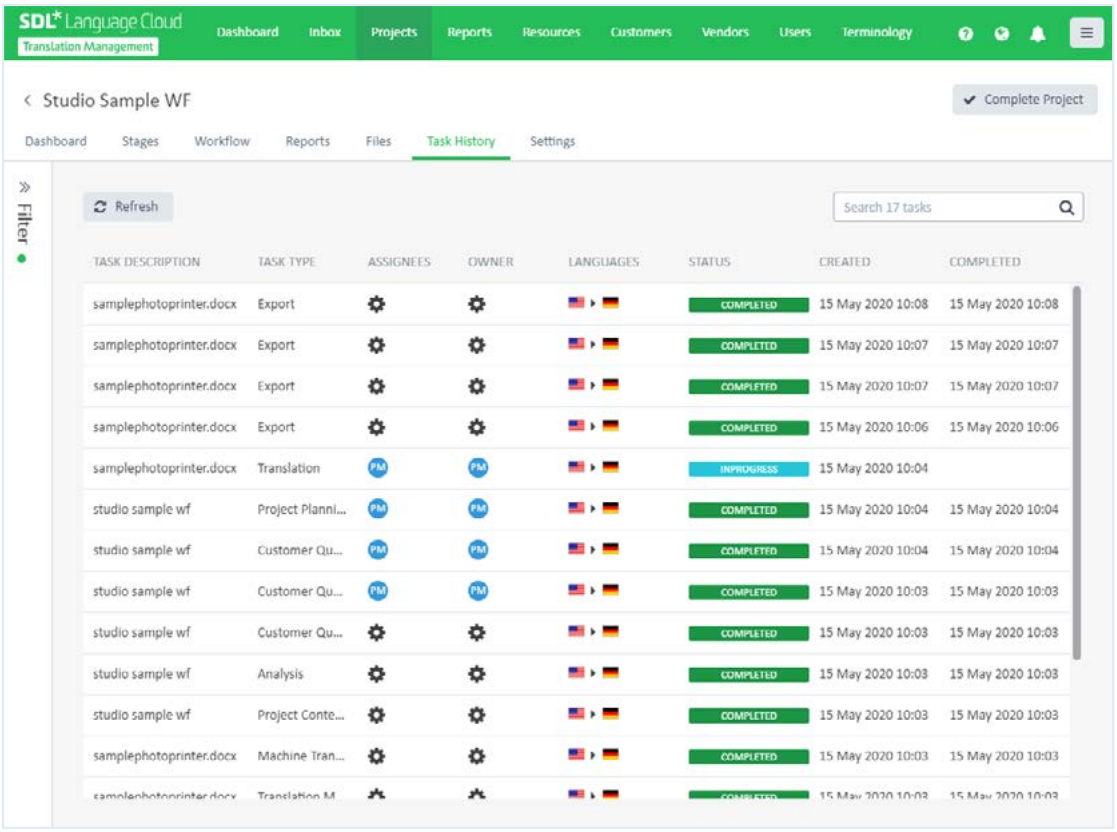
SDL Language Cloud's development organization is ISO 27001 certified, meaning the facilities, teams, policies and procedures used are regularly audited by independent, external assessors. When creating new product features and functionality, we take a security-first approach. Extensive tests are performed during the development process to ensure that SDL Language Cloud continues to be a secure environment for the data that is processed, whether that data relates to the content submitted for translation or is pertinent to the application's users.

Application security testing

Every release of SDL Language Cloud is subjected to rigorous vulnerability scans and penetration tests. These always include testing against the OWASP Top Ten Web Application Security Risks. Issues are resolved before updates are deployed to a production environment.

Audit trails

SDL Language Cloud maintains a full audit trail of every file processed in the application. In the unlikely event of a security incident, an administrator can query a file's history as it progresses through the workflow to determine which workflow tasks were executed on the file and which users accessed the file.



Secure projects

When creating a new project, SDL Language Cloud allows users to classify it as a "Secure Project". When this option is enabled, any files downloaded for translation in SDL Trados Studio are encrypted both in transit and at rest. A new feature of SDL Trados Studio enables translators and reviewers to open these projects and work on them with restrictions on how the content for translation can be processed. More information on the restrictions will follow when the feature is released in the second half of 2020.

User account security

SDL Language Cloud contains several features to improve user account security.

SDL ID

SDL ID is SDL's Single-Sign-On (SSO) solution and is based on a third-party identity platform provided by Auth0, which has the following levels of compliance:

- ISO 27001
- ISO 27018
- EU-US Privacy Shield Framework
- PCI DSS Certification
- SOC 2 Type II
- HIPAA BAA
- Gold CSA STAR
- GDPR

More information on Auth0 security can be found by visiting **auth0.com/security**

User data

User data that could be considered Personally Identifiable Information (PII) is stored in SDL Language Cloud, but is not made available to any other systems. Once defined in SDL Language Cloud, a user is only then identified by their unique user identification number. In compliance with GDPR regulations, the PII associated with a user can be edited, exported and deleted on request.

Multi-factor authentication

All user accounts can optionally have Multi-Factor Authentication (MFA) enabled. MFA is an authentication method that grants a user access only after successfully presenting two or more pieces of evidence (factors) to an authentication mechanism:

- Knowledge (something the user knows, e.g. a password)
- Possession (something the user has, e.g. a mobile device)
- Inheritance (something the user is, e.g. a fingerprint)

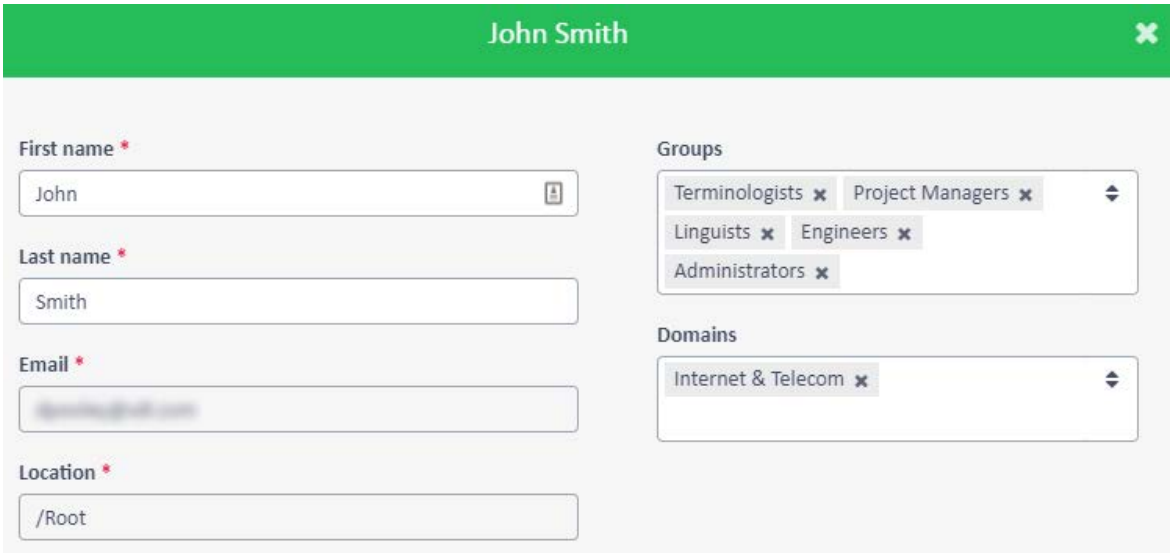
Security information event management system

All user account-related actions are logged and can be transferred to a Security Information Event Management System (SIEMS) for further analysis. These systems allow administrators to detect potential security breaches such as brute force attacks and automated password generators. SDL uses Alert Logic for this analysis but other SIEMS can be supported if necessary. Examples of user account-related actions are:

- Successful login
- Failed login
- Logout
- Password reset request
- Password change request

User permissions

In SDL Language Cloud, each user belongs to one or more user groups. Each group has a limited set of permissions (a "role") that determines which actions members of the group can execute at which level of the organizational structure. The permissions for users who are members of multiple groups are determined by creating a superset of all the permissions of those groups.



All users and groups are managed by account administrators. If customers are using a managed service, these administrators are SDL personnel who set up the users and groups but subsequently do not have access to the customer's data. Customers who want to administer their own accounts can do so without any involvement from us.

Custom roles

In addition to the default roles provided, SDL Language Cloud allows you to create custom roles that can be assigned to groups. A custom role can be granted a set of permissions that allows flexibility when determining the actions that can be performed by the members of those groups. More information on custom roles will follow when the feature is released.

Security features of the hosting environment

SDL Language Cloud is hosted as a SaaS application by SDL Cloud Operations. ISO 27001 certified for all our hosted products, SDL Cloud Operations has achieved 100% compliance with the controls and objectives of SOC 2 Type 2 attestation. SDL is further specializing and tailoring security for its cloud services by implementing ISO 27017 in 2020.

SDL has contracted to host SDL products with leading third-party service providers Amazon Web Services, NTT Communications and Alibaba Cloud. All maintain multiple certifications for security including, but not limited to, ISO 27001, SSAE 16, SOC 1, SOC 2 and SOC 3. On top of the security measures implemented by our hosting partners, SDL also has policies and procedures covering:

- Access control
- Physical protection
- Logical protection
- Data backup
- Data security
- Availability and proactive monitoring
- Risk assessment

SDL Cloud Operations also has a collection of security tools and capabilities to ensure the security of our clients' data. These include:

- Event management monitoring tools to perform anomaly detection
- Perimeter firewalls and integrated Network Threat Protection (NTP) with anti-virus
- 24/7 operations to support real-time event management activities
- Industry recommended tools for threat visibility
- A state-of-the-art vulnerability and penetration security testing scanner
- An IT Infrastructure Library (ITIL) compliant ticketing tool for incident management

Encryption at rest

Coming later in 2020, all files and data stored in SDL Language Cloud will be encrypted on the filing system. This encryption reduces the risk of an attacker stealing the physical hardware and being able to access the data.

Security standards evaluations

SDL will continually improve the security of SDL Language Cloud. In addition to the security certifications we currently hold, SDL is alert to our customers' requirements and the regulatory environments in which they operate. We are constantly evaluating the benefits of compliance and certification with numerous security standards including:

- NIST
- HIPAA
- HITRUST CSF

Further reading

For more information about SDL's approach to security, please visit our dedicated security page at **sdl.com/about/security**

To read about SDL's privacy policies, please visit our dedicated privacy page at **sdl.com/about/privacy**

If you want to find out more about GDPR and your use of SDL translation software, please download our eBook **here**.

SDL (LSE: SDL) is the intelligent language and content company. Our purpose is to enable global understanding, allowing organizations to communicate with their audiences worldwide, whatever the language, channel or touchpoint. We work with over 4,500 enterprise customers including 90 of the world's top brands and the majority of the largest companies in our target sectors. We help our customers overcome their content challenges of volume, velocity, quality, fragmentation, compliance and understanding through our unique combination of language services, language technologies and content technologies.

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