

How Lighthouse Keeps Your Data Safe

Our state-of-the-art SOC 2-certified data centers provide reliable and secure data hosting services to our clients. We provide multiple layers of security by protecting against intrusions and maintaining sophisticated structural and environmental controls. Our security protocols have been vetted by Fortune 10 corporations.

Security Program

Lighthouse provides an information security program comprised of policies, procedures, and controls based on industry standard practices. The security program is led by a dedicated IT Security team and consistently evolves to address new security threats, changes to regulations and industry standard practices, changing security technologies, and client requirements.

Certifications and Attestations

Lighthouse is compliant with ISO/IEC 27001, The HIPAA Security Rule, and SSAE 16/SOC 2 Type 2 security objectives and self-certified compliant with the E.U. – U.S. Privacy Shield Framework and the Swiss – US Privacy Shield Frameworks.*

Physical, Technical, and Administrative Security Measures

- **Data Center Facilities:** Physical security controls include multi-zone security, appropriate perimeter deterrents, on-site guards, biometric controls, CCTV, secure cages, and fire detection and suppression systems.
- **Environmental Sensors:** Sensors ensure all systems are functioning to temperature, moisture, and system load specifications.
- **Systems, Machines, and Devices:** Entry controls limit physical access to all systems, machines, and devices.
- **Media:** All media is securely stored prior to physical destruction and disposed of via industry-standard destruction methods.
- **Access Administration:** Strong authentication and authorization methods protect access to all systems and networks.
- **Logging and Monitoring:** Production infrastructure log activities are centrally collected, secured, and monitored for anomalies by a trained security team 24/7/365.
- **Firewalls:** Industry-standard firewalls inspect all ingress and egress connections to protect the network and systems.
- **Vulnerability Management:** Software vulnerabilities are identified, patches are obtained, tested, and applied in accordance with the vulnerability management program.
- **Anti-virus:** Anti-virus, anti-malware, and anti-spyware software is installed on all systems; definitions are updated regularly, and events are centrally logged and monitored.
- **Change Control:** Changes to platforms, applications, and production infrastructure are evaluated to minimize risk and are implemented following Lighthouse's change management process.

Administrative Security Measures

- **Data Center Reviews:** Regular reviews are performed at each data center to ensure maintenance of the security controls necessary to comply with the security program.

*For more information on how Lighthouse is complying with EU data transfers please contact us.

- **Penetration Tests:** Internal and external tests are performed by a third-party security firm annually to identify risks and maintain security standards.
- **Personnel Security:** All employees and contractors receive background checks prior to gaining access to Lighthouse systems.
- **Security Awareness:** All personnel receive security and privacy training at time of hire and annually thereafter throughout employment at Lighthouse.
- **Vendor Risk Management:** All vendors that access, store, process, or transmit sensitive data are assessed for appropriate security controls and business disciplines.
- **Secure Authorization:** Application, database, and file security ensure data is accessed only by authorized personnel.

Data Protection, Service Continuity, and Incident Management

- **Disaster Recovery:** Secondary data centers represent a full mirror of our primary data centers' client-facing applications.
- **Redundancy:** Each data center includes full redundancy (N+1) and fault tolerant infrastructure for electrical, cooling, and network systems. Enterprise scale servers have redundant power to ensure maximum uptime and service availability.
- **Production Database:** These servers are replicated in near real-time to a mirrored data center in a different geographic region.
- **Security Incidents:** Incidents are monitored, analyzed, and responded to in a timely manner.
- **Monitoring:** Proactive around-the-clock monitoring at all data centers ensure the highest level of security, reliability, and uptime.
- **Forensics Lab:** Restricted access and isolated workstations protect clients' physical media and data.
- **Data Transfer Security:** We support a variety of tools to transfer client data securely, including, but not limited to, HTTPs, SFTP, and VeraCrypt.
- **Reliable Infrastructure:** Dedicated high-speed links provide peace of mind that data will be transferred quickly and reliably.
 - High-speed internet connections ensure the fastest possible data throughput.
 - Dedicated high-speed links to our data centers will be rerouted in the event of a link outage.

Contact us for more information about Lighthouse's Secure Infrastructure.

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