



## **SugarCRM On Demand**

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### **Privacy, Security, Backup and Infrastructure Statement**

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## Privacy

SugarCRM On Demand does not gather customer private information for the purpose of dissemination or transfer to third parties. SugarCRM On Demand collects information that pertains to customer licensing, system and service performance, and monitoring only. Standard SugarCRM On Demand maintenance practices may require access to the customer's instance to address support cases, perform functional checks, and to validate upgrades. SugarCRM On Demand allows the customer to opt-out of standard SugarCRM On Demand maintenance practices unless required to address a customer support case or customer-raised issues. SugarCRM On Demand follows industry best practices to secure any customer data under its control.

The customer has full ownership and access to data that its users submit to the SugarCRM On Demand service and is responsible for the integrity, legality, quality and intellectual property of that data. The customer is responsible for all activities conducted under its accounts and is responsible to abide by local, national, and international laws with regards to these activities.

## Security

SugarCRM uses multiple levels of protection and security. SugarCRM applications are hosted at different Tier 1 data center facilities in around the world. They are protected by some of the most powerful physical security available, including 24/7 secured access with motion sensors, video surveillance and security breach alarms. Production areas are secured by biometric geometry readers and configured with overhead cable distribution systems, dual AC and DC power distribution raceways and anonymous individually locked cabinets. SugarCRM security and infrastructure components include:

- **Firewall** - SugarCRM firewalls provide proactive threat defense that stops attacks before they spread through the network, controls network activity and application traffic, and delivers flexible VPN connectivity. High-performance intrusion prevention and worm mitigation capabilities further enhance SugarCRM's firewall security.
- **Web Application Security Analyzer** - SugarCRM application is further tested by a Web Application Security Scanner to continuously analyze, isolate and resolve such vulnerabilities as Cross Site Scripting (XSS), Cross Site Request Forging (CSRF), Code Inclusion, Remote Code Execution, PHP vulnerabilities, Session injection, etc
- **Application Security** -- SugarCRM employs a Multiversion & Separate Database Instance SaaS deployment model to provide maximal logical and physical protection and segregation of the On Demand customers' data. Every customer's access to the application is protected with an individual username and password. Customers can access their data using any Internet browser from a PC, Mac, Linux or Unix computer. All communications between the browser and the SugarCRM On Demand infrastructure are SSL encrypted using the HTTPS protocol.
- **Physical Security** - SugarCRM provides around-the clock critical-incident NOC support for the production environment through its Operations and Support teams. Additionally, at the data center qualified technicians are on-site 24 hours a day, 365 days a year to perform routine maintenance and emergency installation procedures.

## Backup and Redundancy

- **Database Backup** - SugarCRM database backups are encrypted and stored in a datacenter on a different continent for further risk mitigation in conjunction with any Force Majeure event. SugarCRM automated database backup procedures store live and off-line copies of customer data, database, and application files on a daily basis. SugarCRM will also store encrypted backups at a secure off-site location until the expiration of the customer's contract.
- **Customer Access** – Customers can request a weekly backup of their SugarCRM data in relational database format for storage on their own servers. Upon request, SugarCRM will provide customers with an FTP account to download their database backup. All object relationships between accounts, contacts and opportunities as well as all other fields, remain intact in this database backup.
- **Redundancy** - The entire SugarCRM On Demand facilities' electrical system has built-in redundancy to guarantee contiguous operation. The overall system is N+1 redundant, including each component with a parallel electrical system. AC power is delivered via distributed redundant UPS systems backed by batteries and generators. Every production server utilizes redundant dual-cord power supply fed by diverse sources.

SugarCRM is a committed open-source enterprise and as such is fully self-reliant on open-source components in its production environment. Any dependencies on third-party providers of software are minimal or negligible and SugarCRM staff and operators can fully support all operational tasks.

## Infrastructure

- **Architecture & Network:** SugarCRM software architecture takes advantage of the latest Internet technologies to deliver high- performance, productivity and interaction experience. Application architecture utilizes technologies to intelligently cache and compress data as well as to dynamically load application components, therefore minimizing the network traffic between the client and server.
- **Health checks:** SugarCRM On Demand performs proactive monitoring and automated self-notification of the Company's application as a means to verify that (a) an https request can be completed; (b) sessions can effectively be established and (c) server response time for the non-customized login page falls at or under 30 seconds.
- **Testing:** The acceptance criteria for the SugarCRM performance stress tests dictates that 80% of all server requests on an unmodified instance are completed by the server in less than 1 second under sustained load for at least 4 hours at peak level.