



## Security Features

### Server Site

Mango is hosted on Dedicated Servers in secure data centers.

### URL Requests

All HTML URL request from Mango are encrypted. When encrypting an URL request Mango uses: AES (the Advanced Encryption Standard specified by the National Institute of Standards and Technology (NIST) FIPS-197) from ColdFusion which uses Java Cryptography Extension (JCE) as the encryption algorithm. The system employs Hex (Hexadecimal byte values) when encoding.

### User Password

All user password is hashed to a 32-byte, hexadecimal string with MD5 Algorithm before store into the database, meaning there is no way to decrypt the password after hashed.

### Backups & Recovery

Your organisation's data is of very high importance to us. We have several mechanisms in place to ensure that should a disaster occur, we can recover quickly with minimal disruption to your Mango service.

### User Sessions

Each user will have their own user session when accessing the application, and the secret key is different between user session, and user will received an new secret key when a new session is created.

### AJAX Requests

Some mango modules utilise the AJAX (asynchronous JavaScript and XML) to communicate with the server. To protect the system from cross-site scripting, all AJAX requests must pass the secure Prefix check which is set within the server.



## Security & Disaster Recovery

Secure web application with cutting edge security.

Your organisation's data is of very high importance to us. We maintain a highly secure and reliable service because it is vital that your data is secure from unauthorised access.

### Online Access Security

Access to Mango is protected via a username and password. All usernames and passwords must comply to Mango's username and passwords convention. Only when you have successfully logged into Mango will you be able to access your organisation's data. All Mango accounts are given a unique ID key by Mango internally to ensure only your organisation is viewing your data.

### SSL Encryption

Mango uses SSL (Secure Socket Layer) to encrypt the information passing between the browser and the server. This stops hackers from accessing your data while it travels over the internet between Mango and you.

### Controlling Your Employee's Access

In Mango you can limit what each person in your organisation can do, whether viewing, editing, adding and deleting.

### Data Storage

The Mango database is managed on a fully redundant hardware platform where there is no single point of failure. In the event of a hard disk failure, the system will keep working with no data loss. The hard disks can be hot-swapped meaning that a technician can replace a faulty drive while the storage system is still working without data loss.

### Hosting Environment

- ◆ N+1 Cooling Systems
- ◆ Uninterrupted power supply
- ◆ Stand by generation
- ◆ Smoke detection, alarm & external monitoring
- ◆ 3 physical paths with 2 network carriers
- ◆ N+1 redundant edge, core and aggregation layer switches and routers
- ◆ 24/7 alarm monitoring
- ◆ 24/7 network monitoring and alerts
- ◆ Technicians on-call 24/7
- ◆ Supervised access

# Mango Privacy Policy

## Your data is exactly that... yours.

We've created, built and run Mango so that you can manage your compliance requirements online. We treat this relationship with the highest importance and your data with the strictest possible confidence. When you enter your data into Mango you can be certain that only you and those people you provide authorised access to can see the information you want them to see. Mango has comprehensive security to provide you the highest level of privacy. We absolutely will not provide any other third party access to your information unless required to do so by Law.

### What do Mango Employees See?

We maintain a secure administration environment over the whole Mango application and across all customers. We do this so that we can better understand how Mango is being used and can maintain and improve the service. We never look at the detailed data within your Mango account unless requested by you or with your permission. Our interest in the data held on Mango is limited entirely to how we can improve the Mango experience for you.

### Your Personal Details

We collect information such as your company name, selected employees' names, and email addresses when you sign up with Mango. We only store this information and never disclose the information to any third parties except under the following circumstances:

- ◆ If it becomes necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms of Service or as otherwise required by Law.
- ◆ If Mango merged or was acquired by another company we would transfer information about you to this new company. In this event, Mango Ltd will notify you before information about you is transferred and becomes subject to a different privacy policy.

### Browsers and Cookies

Mango uses cookies to store very simple information which discloses nothing about you or your data.

- ◆ A cookie is a small amount of data, which often includes some anonymous unique identifiers that is sent to your browser from a website's computers and stored on your computer's hard drive.
- ◆ Cookies are required to use Mango and are used by a large number of secure online business services.
- ◆ We use cookies to record current session information.

## Privacy.

### Data storage & location

Mango uses third party hosting partners to provide the necessary hardware, software, networking, storage, and other technology required to run Mango. Although Mango owns the code, databases, and all rights to the Mango application, you retain all rights to your data (See above: The Data on Mango is Yours). For more information on data security and disaster recovery see our Security Policy.

### Disclosure

Mango may disclose personally identifiable information under special circumstances, such as to comply with the request of Law enforcement agencies or when your actions violate the Term and conditions.

### Changes to this policy

Mango may periodically update this privacy policy. We will notify you about any significant changes in the way we treat your information by sending a notice to the primary email address of your first Mango user, and by placing a notice on our website at [www.mangolive.com](http://www.mangolive.com).

### Questions

If you have any questions regarding this Privacy Policy, please email them to: [info@mangolive.com](mailto:info@mangolive.com).