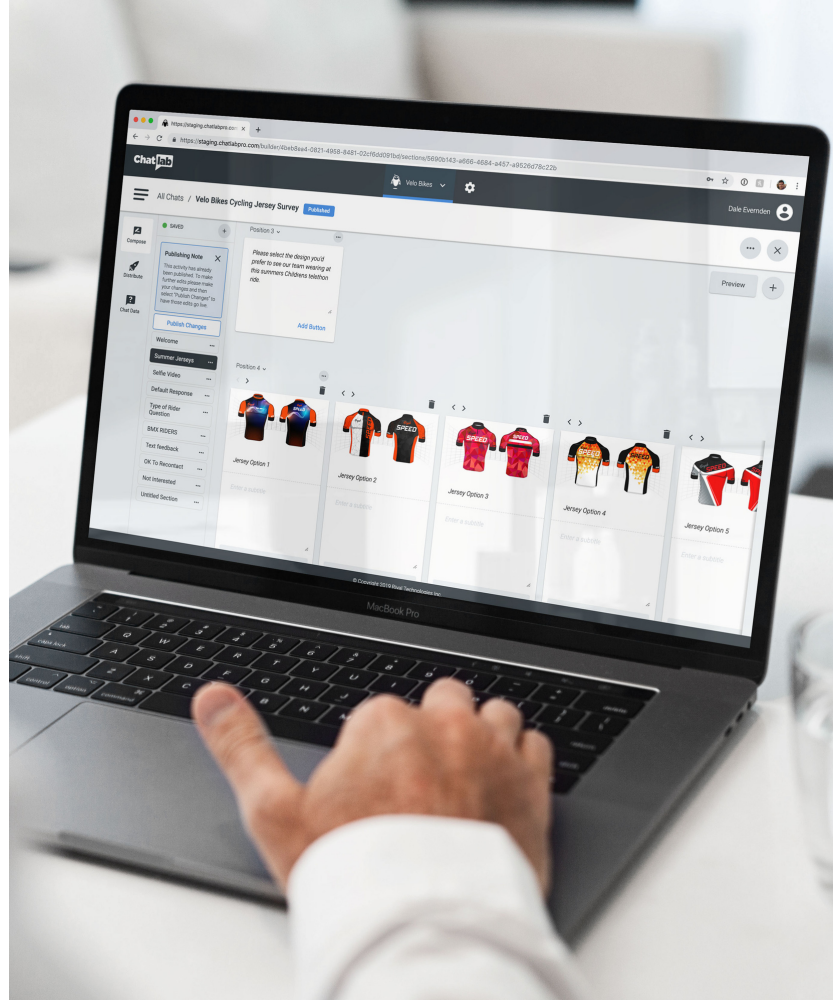# Security and Compliance at Rival Technologies

Rival Technologies helps brands understand the attitudes, opinions and preferences of their customers, fans and employees. Our platform is a Software as a Service application used by companies to engage their target audiences via SMS, Messenger and other modern, popular messaging apps to get the accurate data and insights they need for better business decisions.

We have deep roots in marketing research and understand that security is critical to an enterprise insight platform. The researchers that use our platform and the respondents who participate in our chat surveys expect and deserve world-class privacy protection.

That's why security and compliance are not merely an afterthought at Rival— these are embedded in everything we do.
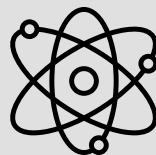
Security and Compliance at Rival Technologies

We have in place all the foundational security elements of a world-class platform.

A defense-in-depth approach to protect our platform and the users who interact with it

A cross-functional Security Steering Committee ensuring that everyone from the development team to customer success are aligned

Security and operational teams work hand-in-hand to ensure the ongoing security and compliance of the platform

Security and Compliance at Rival Technologies

What's In Place

Security Governance

• SOC 2 Type 2 certified
• ISO/IEC 27001:2013 certified
• HIPAA/HITECH compliant
• Defined information security policy based on NIST SP 800-53
• Annual penetration testing
• Change management and incident response processes

Security Architecture

• AWS-hosted production environment
• Encryption: Sensitive data is encrypted at rest and in transit using strong cryptographic algorithms
• Strict key management processes
• Segmentation between development, test, and production environments

Education

• Mandatory security awareness training for all Rival staff to complement an on-going culture of security
• Developers trained on OWASP Top 10

Regional Compliance

• Data hosting in Canada and the US (using AWS)
• GDPR best practices to meet international privacy requirements
• Designated Data Protection Officer (DPO)

Privacy Policy

Rival's online privacy policy covers the use and disclosure of personal information that may be collected anytime a user interacts with Rival. To learn more, visit rivaltech.com/policies/privacy-policy

More questions?

Amanda Alblas-Stepanov, Director of Security and Compliance, is happy to answer all your questions. Please coordinate with your contact from Rival to set up a meeting.