Barracuda Sonian Message Archiver

Data Protection and Security

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Overview

This document describes product security measures and data storage policies that are specific to the Barracuda Sonian Archiving Service (Sonian Message Archiver).

1. Product Security

1.1 Barracuda Sonian Message Archiver Security

Sonian Archiving solution is a SaaS solution that runs on Public Cloud in Amazon Web Services using VPC. In addition, for IBM customers the data is hosted on IBM cloud only. Communication methods include an AES 256-bit encrypted VPN tunnel for administration which TLS encrypted connections.

2. Data Transmission and Storage

2.1 Storage Facility Standards

Barracuda Networks leases space in a number of Tier 3 & 4 datacenters worldwide. Each Barracuda Networks datacenter is equipped with:

- Controlled access systems requiring key-card authentication
- Video-monitored access points
- Intrusion alarms
- Locking cabinets
- Climate control systems
- Waterless fire-suppressant systems
- Redundant power (generator backup, UPS, no single point of failure)
- Redundant Internet connectivity

2.2 Data Access

Customers can configure user roles to determine the level of access to the Sonian Archive Service. Sonian Operations team uses Multi-Factor Authentication (MFA) devices to gain access to the Public Cloud hosting the Archiving Service. Access to compute nodes requires SSH. Sonian employees managing the SaaS platform use appropriate credentials to log-in and managed the service.

2.3 Data Transmission and Storage

Customer email servers communicate with the Sonian Archive Service with TLS encrypted connections. The Sonian Archive Service provides SMTP & POP3 over TLS. Customers are responsible for enabling TLS encryption for both protocols. We use IaaS vendor provided encrypted disk/storage to keeping data encrypted at rest which is AES- 256 bit encryption and they remain encrypted at rest until requested for restore.

2.4 Data Locations

Barracuda maintains a network of datacenters by geographic location around the globe and requires that each meet defined security requirements. The cloud infrastructure for Barracuda Sonian Archiving Service is deployed in the following geographical regions. Customer data is stored in the respective region where the customer is located. Any transfer of customer data outside the European Union will be done in compliance with the GDPR and applicable local privacy laws.

Barracuda's Standard Contractual Clauses are located within our DPA at the following address: https://www.barracuda.com/company/legal/trust-center

Americas

- AWS Region - US East
- AWS Region - US West
- IBM Cloud - South West

EU

- AWS Region - Ireland
- IBM Cloud - Netherlands

APAC

- AWS Region – Australia
- IBM Cloud – Singapore

3. Operations and Organizational Controls

Barracuda Networks employees are expected to be competent, thorough, helpful, and courteous stewards of customer data that is stored on Barracuda Networks products and in Barracuda Networks data centers. Barracuda Networks has established several measures to ensure that customers and their data are treated properly.

3.1 New Hires and Orientation

All new employees are required to accept and acknowledge in writing Barracuda Networks' policies for non-disclosure and protection of Barracuda and third-party confidential information, including acceptable use of confidential information. In the course of assisting customers with their technology solutions, Barracuda support technicians understand that they may come into contact with customer communications and/or customer data and they are not to view the contents of that data without explicit permission from the customer. Barracuda Networks employees are not to disclose the contents of that customer data to a third party under any circumstances.

New technical support employees are provided a job description and expectations when hired regarding maintaining the confidentiality and security of customer data.

3.2 Training

Technicians who support the Barracuda Sonian Message Archiver are prepared in a variety of ways. New technicians receive class time training with senior technicians and the support management team. New support technicians also spend a period of time as an understudy to an established technician for each product in which they intend to become certified.

All Barracuda Networks support technicians receive ongoing training in product-specific training sessions.

3.3 Oversight

Support for Barracuda Sonian Message Archiver is provided out of United States, United Kingdom and Austria. Support calls from customers in the United States are generally handled by technicians in the United States. Support calls from customers outside the United States could be routed to any of these facilities.

When an employee or contractor leaves Barracuda, a formal process is in place to immediately revoke physical and network access to Barracuda Networks facilities and resources.