

# Iron Mountain Intellectual Property Management Escrow Security Overview

## IRON MOUNTAIN IPM ESCROW SECURITY OVERVIEW

Iron Mountain IPM escrow service provides physical and electronic vaulting with secure, real-time, online account management.

Iron Mountain is the world's leading provider of intellectual property management services, specializing in technology escrow and domain name records management. Iron Mountain has protected customers' intellectual property for high-technology vendors and their customers since 1982. More than 90 percent of the Fortune 500 and the Software 100 companies trust Iron Mountain to protect their intellectual property.

Iron Mountain follows rigorous standards to keep our customers' data safe, including security industry best practices coupled with Iron Mountain-developed practices. The bottom line: Iron Mountain takes data protection seriously, and goes to great lengths to protect customer data from significant credible threats. The Iron Mountain Escrow service solution provides security at every level, from users' browsers to vaulted off-site storage.

## IPM ESCROW SECURITY

IPM Escrow provides a higher level of security for the customer's data than alternative practices for handling computer data. Iron Mountain has created a secure environment for data transfer, data storage, and account management.

The Iron Mountain security objectives include the following attributes:

- **Deposit Security:** Tracks chain of custody from the time of receipt to the release of the deposit.
- **Storage Security:** Prevents unauthorized access to physical and electronic vaults.
- **Facility Security:** Adheres to Iron Mountain physical security practices with fail-safe mechanisms and restricts access to the vault and the materials.
- **Deposit Retrieval Security:** Releases deposit material only after the material verification meets the contractual legal requirements.

## KEY SECURITY ASPECTS OF THE IPM ESCROW SERVICE

### Deposit Security

Specially-trained vault administrators code and track a physical media deposit on delivery to a vault. A customer encrypts and transfers an electronic media deposit to an Iron Mountain secure vault, using secure transfer protocols, which are closely monitored by the vault administrators.

### Storage Security

Iron Mountain stores all escrow media and documents in vaults at secure, off-site facilities. Extensively screened, rigorously trained teams of data protection professionals manage the Iron Mountain vaults.

Vault security includes the following features:

- The media is preserved in highly secure vaults that are located at sites away from flood plains, high-crime areas, industrial railroad lines, and other potential hazards.
- The vaults include uninterruptible power supplies, noncombustible construction, gaseous fire protection, and sophisticated access control security systems.
- Vault storage is "A" rated with a two-hour Fire Rating and equipped with security monitoring, two-hour fire rated interior walls and doors, with a Halon or other NFPA-approved fire suppression and smoke detection system.

Iron Mountain's off-site media vaults maintain the following environmental specifications:

- Temperature: 68-72 degrees Fahrenheit
- Humidity: 40-45 percent humidity
- Air quality: Controlled by Liebert air filtration systems

### Facility Security

The Iron Mountain escrow business protects more than 69,000 escrow deposit accounts that contain more than 132,000 deposits at seven physical vaults and one electronic vault on five continents.

Iron Mountain stores electronic escrow deposits at secure Data Centers that include the following security features:

- Microsoft® Windows® 2003 Server, Red Hat® Linux®, and VMware® run on all Iron Mountain servers, using Microsoft best practices, security patches, and service packs.
- Up-to-date virus protection prevents business interruption due to viruses.
- Underwriter Laboratories-listed station monitors all Intrusion detection systems.

All Data Center facilities include the following features:

- Iron Mountain Data Center facilities are located in undisclosed, geographically dispersed sites.
- Electronic deposits received by the primary facility are replicated to a secondary disaster recovery site.
- Level 9 (Ultra-Reliable Data Center) rating by independent security consultants BRUNS-PAK.
- 145-acre site, 200 feet underground with five-ton steel gates and continuous, armed security.
- Admittance by electronic access and internal/external closed-circuit television monitoring and recording.
- Redundant commercial power feeds with redundant generators for full backup power for up to seven days.
- Clean air fire extinguishing system (CAFES) with a pre-action (dry pipe) sprinkler system as a backup.
- Internal and external alarms continuously monitor motion detection, temperature, humidity, and smoke and fire detection.
- FM-200 Waterless Fire Suppression Systems, plus OSHA-certified fire brigade and EPA-certified water treatment.
- Continuous maintenance and service operations.

### Deposit Retrieval Security

When a depositor does not meet the terms stated in their escrow deposit account agreement, a beneficiary can request a release of the deposit materials. Each release can be different because contracts might have unique release conditions and processes. The vault administrators do not move the materials from their storage location until they complete a comprehensive internal review and material inventory. Iron Mountain reviews the release request for account information and related contract release conditions. If there is any doubt about the release, the Iron Mountain Legal Department reviews the contract and, if necessary, issues a request for clarification to the party that asks for the release. Iron Mountain ships the released deposit materials by way of traceable courier (UPS, Federal Express, DHL), unless the customer specifies otherwise.

### SUMMARY

Since 1982, Iron Mountain's capabilities have been unparalleled in the intellectual property management industry. More than 90 percent of Fortune 500 companies trust Iron Mountain because of the integrity and reputation that we maintain, and you expect, from your intellectual property management service provider.

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