



CiraSync User Data Security

White Paper

Cira Apps Ltd. takes user data security very seriously and has taken action to ensure user data is kept secure and is compliant with all existing data security laws.

This white paper includes the following security topics:

- CiraSync integration with Microsoft Azure and the Azure Consent Network.
- How user data flows through CiraSync.
- CiraSync compliance with GDPR.
- Cira Apps data privacy policies.

CiraSync Integration with Microsoft Azure

Cira Apps Ltd. and CiraSync are registered with Microsoft Azure; CiraSync integrates tightly with Microsoft Azure and utilizes the Azure Consent Framework. All subscriber data is kept within the Microsoft Cloud. With over 100 million active users on Office 365 and more cloud security certifications than any other company, Microsoft Azure security is the best in the world.

At a Glance: CiraSync Data Flow Architecture

This section briefly describes the data flow between smartphones, CiraSync, and the Microsoft cloud. (See Figure 1.)

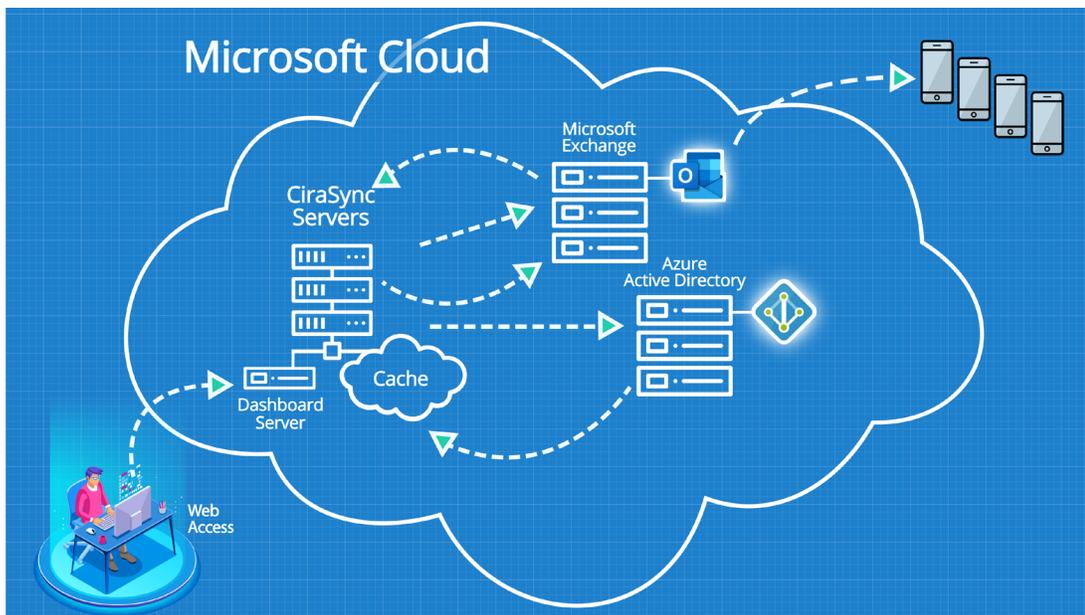


Figure 1: Data Flow Architecture Diagram

1. The IT administrator sets sync configurations on the CiraSync dashboard.
2. The CiraSync worker reads the sync configurations as requests.
3. The worker pulls desired contact and calendar data from the Azure Active Directory using Exchange Web Services (EWS).
4. The worker compares calendar and contact data pulled from Azure Active Directory with data on Microsoft Exchange.
5. The worker updates user mailboxes using EWS.
6. As these updates are occurring, EWS pushes user mailbox data to smartphones and other Outlook-enabled devices.

Watch the [CiraSync Data Flow video](#) for an animated explanation of the CiraSync Data Flow Architecture.

Additional CiraSync User Data Security Measures

The following tables describes the other data architecture measures taken by Cira Apps to ensure the that user data is safe and secure with CiraSync.

Dashboard Security	https://dashboard.cirasync.com is the only public internet endpoint. The dashboard is hidden behind the Cloudflare Content Delivery Network.
Passwords	CiraSync does not store passwords. Logging in to CiraSync takes the user directly to the Microsoft Login page.
EWS Connection	When a CiraSync worker updates mailboxes in Office 365, it uses HTTPS to connect with the EWS. This EWS connection does not flow through the public internet.
Subscriber and Licensing Information	All subscriber and licensing information is stored in Azure SQL as a service and is only accessible from the dashboard and worker processes.
Data Caching	CiraSync workers cache sync configuration data and data received from Azure Active Directory into a secure database in the Microsoft Cloud. This cache is purged after 60 days, but for further security, CiraSync users have the option to purge this data after every sync task.
Server Security	CiraSync servers in Azure are all in a secure VNET with 10.x addressing.
North American Server Locations	All CiraSync North America servers are in the Azure US-East data center.

CiraSync Compliance with GDPR

Cira Apps Ltd. is classified as a Data Processor—an entity that stores or transforms data on the user’s behalf. It processes data according to the synchronization rules that a customer specifies. For example, contact lists and shared calendars are exclusively used by the subscriber—CiraSync treats this data to be encrypted and used only for the benefit of the subscriber.

As a data processor with the intention of providing goods and services to the European Union (EU), Cira Apps Ltd complies with the following clauses outlined in the GDPR:

- The right to be forgotten
- Data portability
- Data storage compliance
- Informed consent

The following subsections provide an overview of how CiraSync complies with GDPR in these four major areas.

The Right to be Forgotten

The Right to be Forgotten gives any individual the right to request that their personal information be immediately deleted by any company that stores personal information.

During a CiraSync sync task, CiraSync caches user data because it constantly reads and writes information in user mailboxes. CiraSync allows customers to optionally purge any stored cache after every CiraSync sync task.

Data Portability

Data Portability requires that all information stored about any individual user be turned over to them upon request in a timely and easy-to-read manner.

CiraSync will hand over all personal data upon request by filling out the [Contact Us](#) form.

Data Storage Compliance

One of the larger provisions of the GDPR is their data storage compliance. In other words, the GDPR requires personal information related to European users be stored on data servers physically located within the borders of the EU.

CiraSync does the following to comply with the Data Storage Compliance Clause of the GDPR:

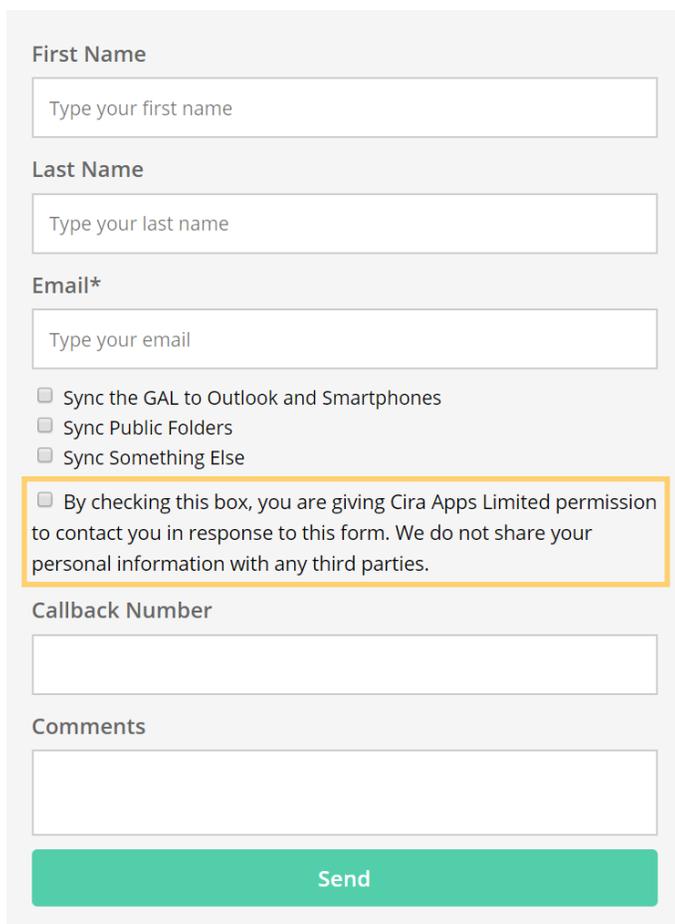
- CiraSync workers and data centers are located in the European Microsoft Data Center. Therefore, all EU customer data is processed and resides in the EU.
- All Personal Identifying information is encrypted as of Q2 2018.

Informed Consent

As per the GDPR, companies must abide by a threshold of informed consent to be able to process personal information. Companies must inform users what information is being processed, who is processing this data, how this data is being used, and why this data is being processed. The user must also be able to easily withdraw consent.

The CiraSync Contact Form has been updated to comply with the GDPR Informed Consent Clause by including a checkbox with the following statement:

By checking this box, you are giving Cira Apps Limited permission to contact you in response to this form. We do not share your personal information with any third parties. (See Figure 2.)



The screenshot shows a contact form with the following fields and options:

- First Name**: Text input field with placeholder "Type your first name".
- Last Name**: Text input field with placeholder "Type your last name".
- Email***: Text input field with placeholder "Type your email".
- Three checkboxes for synchronization:
 - Sync the GAL to Outlook and Smartphones
 - Sync Public Folders
 - Sync Something Else
- Informed Consent**: A checkbox with the text "By checking this box, you are giving Cira Apps Limited permission to contact you in response to this form. We do not share your personal information with any third parties." This entire row is highlighted with an orange border.
- Callback Number**: Text input field.
- Comments**: Text area.
- Send**: A green button.

Figure 2: Informed Consent

Cira Apps Data Privacy Policy

Cira Apps gives users the choice of whether to provide information and what information is provided. In accordance with local law, CiraSync allows users to exercise certain controls and choices, such as the following:

- Correct, update, and delete registration accounts tied to CiraSync. This includes all information that is cached by CiraSync.
- Change subscription plans and the frequency of CiraSync news and alerts.
- Choose whether to receive promotional offers and targeted ads from CiraSync.

Personal Information is collected when users request products, services, or information from Cira Apps Ltd. This includes registering for a CiraSync account, participating in public forums or other activities on cirasync.com and any platform which permits us to interact directly with the users.

The collected information is used for the following:

- Provide users with products, information, and services that are requested.
- Communicate with users about their account and their transactions with Cira Apps Ltd.
- Create and calculate statistical information to help improve Cira Apps Ltd. services.

For more information on how Cira Apps Ltd. handles user data, read the [CiraSync Privacy Policy](#).

About CiraSync

CiraSync is a SaaS platform for enhancing Office 365 productivity for iPhone and Android business users. More than 6,000 companies benefit from the productivity gains and cost savings of contact and calendar automation. The company is headquartered in San Jose, California. Visit www.cirasync.com.