Deep Dive: Security

How data security is built into our engineering and operations at DISCO

Data security built into our ediscovery solution at DISCO

At DISCO, data security is at the core of our engineering and operations processes. With industry attention and concern surrounding high-profile data breaches — and their potential risks and liabilities — it's important that our customers understand the methods we use for safeguarding the information used in our ediscovery solution.

At DISCO we ensure the security and integrity of our customers' data according to best practices in several critical areas.

Physical security to the highest standards

DISCO data centers in the United States are located within a private cloud at Amazon's AWS distributed infrastructure. The AWS infrastructure used by DISCO is designed and managed to meet security best practices along with a host of the most well-known IT security standards.

These include:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70)
- SOC 2
- SOC 3
- FISMA, DIACAP, and FEDRAMP
- DOD CSM Levels 1–5
- PCI DSS Level 1
- ISO 27001
- ITAR
- FIPS 140-2
- MTCS Level 3

DISCO

Encryption of data at rest and in motion

DISCO customers send data to us via secure FTP, HTTPS or on an encrypted hard drive. All ingested data is protected using SHA-256 key exchange, AES-256 encryption, and TLS, SSH, and SCP for transfers. Thus, customer data is protected both in transit and on disk at our DISCO data centers.

Full redundancy in the event of disaster

Should an accident or disaster occur, DISCO is prepared for immediate data recovery to maintain service. In U.S., DISCO maintains redundant data centers throughout Amazon's AWS infrastructure. Our primary data center includes live database servers and file storage as well as hot backups. If a machine goes down, users are automatically rolled over to the hot backup with no downtime and no loss of data. All data is also replicated throughout our data centers. If the primary data center suffers a catastrophic failure or a loss of external connectivity, users may experience only about 15 minutes of downtime while web servers are activated at the secondary data center to restore access there.

Data deletion at the end of a matter

At the end of a matter, DISCO provides a 30-day period for customers to archive and download data. When that period ends, DISCO ends all user access, deletes the data from its servers, and completely overwrites the storage to ensure that no data can be recovered.

Comprehensive access control

Only full-time DISCO employees in engineering or operations who have undergone background checks, completed DISCO engineering security or operations security training, and are subject to confidentiality agreements with DISCO have access to client data. For a particular database, only the processing engineer assigned to the database and the operations associate assigned to support the database have access to client data. Operations associates have access to data only in the course of responding to customer support requests.

All activity in DISCO databases, and all transfers into and out of DISCO data centers, is logged for future audit. Access to DISCO databases by non-DISCO users is controlled by you. When a database is created, DISCO creates an administrator account as directed on the DISCO New Data Form. The administrator can then add and remove additional users, set their privilege levels, and create separate databases as necessary to control user access to data. All access is through the DISCO user interface; no users have direct access to DISCO servers or databases or other "backend" access.

Benefits you gain from DISCO security best practices

- Enables you to meet cybersecurity requirements when handling highly sensitive information with clients
- Ensures data security meets the high standards expected through audits and best practice certifications
- Helps assure compliance with ABA code of ethics that requires attorneys to make "reasonable efforts to prevent the inadvertent or unauthorized disclosure of, or unauthorized access to, information relating to the representation of a client."
- Provides redundancy of data in the event of an outage or disaster to ensure access to matter and case data.
- To learn more about data security standards you can visit the sources for information: http://aws.amazon.com/security.

About Amazon Web Services (AWS)

Amazon Web Services (AWS) delivers a scalable cloud computing platform with high availability and dependability, providing the tools that enable customers to run a wide range of applications. Amazon Web Services is responsible for protecting the global infrastructure that runs all of the services offered in the AWS cloud.

The AWS infrastructure is comprised of the hardware, software, networking, and facilities that run AWS services. The AWS global infrastructure is designed and managed according to security best practices as well as a variety of security compliance standards. Protecting this infrastructure is AWS's number one priority, and AWS provides several reports from third-party auditors who have verified its compliance with a variety of computer security standards and regulations that can be found at http://aws.amazon.com/compliance.

About DISCO

CS Disco Inc. makes the best legal technology in the world. Since the introduction of its ediscovery solution in 2013, DISCO has become the first choice for innovative legal technology at more than 300 law firms, enterprises, and government units, including 40 of the AmLaw 200. DISCO's ediscovery solution lets lawyers find evidence as much as 10x faster, even at multi-TB scale, and without relying on third party technology or services. Visit our website at www.csdisco.com and take a self-guided tour.

DISCO

As the leading provider of software as a service solutions developed by lawyers for lawyers, DISCO is reinventing legal technology to automate and simplify complex and error-prone tasks that distract from practicing law. DISCO has been embraced by more than 400 law firms, including 50 of the top AmLaw 200, as their first choice for innovative technologies that enhance the practice of law to help secure justice and win cases.

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