EPOS

Security & Compliance for EPOS Manager and EPOS Connect

Data Protection and Information Security

Our web-application (EPOS Manager) and desktop application (EPOS Connect) are developed within best practices. These applications are designed with security-by-design and privacy-by-design as the guiding principles. High-level Software department adhere to the following standards and practices through development:

- **ISO 27001** – Information Security standard
- **Data privacy practice** - The General Data Protection Regulation (**GDPR**)
- AICPA **SOC 2 controls** - SOC for Service Organizations: Trust Services Criteria – Report on Controls at a Service Organization Relevant to **Security** and **Privacy**
- **OWASP Top Ten standard**

Third-party audit: ISAE 3000(SOC 2) type 1

EPOS can provide an ISAE 3000 (SOC 2) type 1 (September 2023) report which has **EPOS Manager (EM)** and **EPOS Connect (EC)** in scope. One of the big 4 firms has audited EPOS high-level software department in the controls concerning the trust service criteria **Security** and **Privacy**. With this report/attestation we can provide assurance to our customers that we follow best practices and meet compliancy regulations.

By request the report can be shared with customers under a non-disclosure agreement.

Third-party audit: Penetration testing

Through IT risk assessment with architects and management meetings, EPOS is performs penetration-testing of EM and EC when appropriate and feasible (latest performed 2023– Letter of Engagement can be shared). The test is done as a white-box test where source-code is available to the third-party security tester. Total source-code review is not performed by third-party.

Data processing (incl. storage)

EPOS Manager collects personally identifiable information (PII) data which is specified in the Data Processing Agreement when signing up. The data categories for PII: Name, Email address, IP address, MAC address, Machine name. EM has integrated a feature(privacy-by-design) which allows the customers to anonymize their data and deselect data processing.

EPOS Connect as a standalone do not collect/ process personally identifiable information, but only log data for **Device General information:** Software, Products, Call activity statistics, Softphone, Host information where products are used, Application logs, Error logs of EPOS Connect used for the improvement and optimization of the system and overall EPOS Group A/S's product family.

Regulations and laws

EPOS application software is compliant with:
- **The General Data Protection Regulation:** EPOS has implemented the appropriate privacy and security measurements.
- **Digital Operational Resilience Act:** As a vendor to the European financial market, EPOS has implemented security measurements to follow Digital Operational Resilience Act obligations as an ICT vendor e.g., a Vulnerability Disclosure Program. We can provide our SOC 2/third-party report so that customers can perform a supply-chain assessment and/or third-party risk assessment.

- **Network and Information Security 2 (NIS 2) Directive:** As a vendor to the critical sectors, EPOS has implemented security measurements to comply with NIS 2 obligations as an ICT vendor e.g., a Vulnerability Disclosure Program. We can provide our SOC 2/third-party report so that customers can perform a supply-chain assessment and/or third-party risk assessment.

Note: If required by the customer EPOS can investigate the potential for compliance with other standards, regulation or laws.
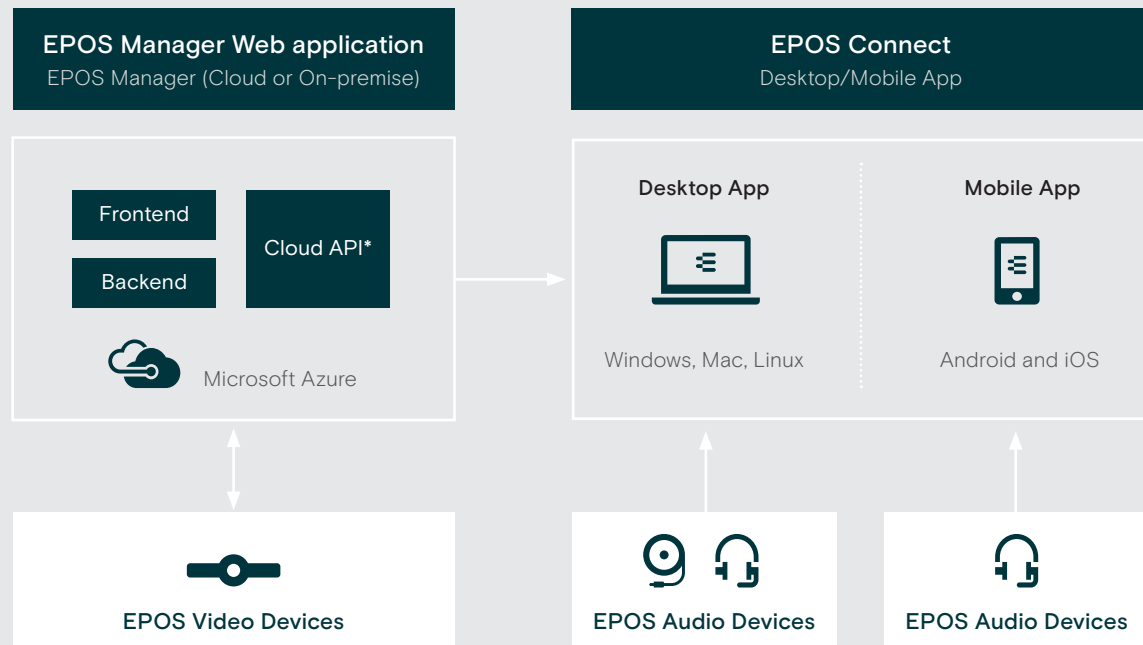
Diagram A

Overview of EPOS Manager and EPOS Connect

As mentioned earlier, EPOS Manager and EPOS Connect only process PII in correlation together. If EPOS Connect is used as a stand-alone, there will be no collection of PII. Diagram A illustrates the infrastructure and correlation between EPOS product categories and applications. Diagram A illustrates the infrastructure and relation between applications and device.

For more information about EPOS Connect and EPOS Manager, please visit the EPOS website here

For technical support and customer service, please contact EPOS here

EPOS Manager Web application
EPOS Manager (Cloud or On-premise)

Frontend

Backend

Cloud API*

Microsoft Azure

EPOS Video Devices

*UC Management Partner

EPOS Connect
Desktop/Mobile App

Desktop App

Mobile App

Windows, Mac, Linux

Android and iOS

EPOS Audio Devices

EPOS Audio Devices