



FOURTH HOSTING & DATA SECURITY

VERSION: 2.3

CLASSIFICATION: PUBLIC

[Abstract](#)

How Fourth works to keep your information secure, accurate and available



“Fourth’s reputation is built on delivering best of suite Software as a Service solution. We are committed to ensuring that service is available to you when you need it. Knowing that the best software in the world is only as good as the platform from which it is delivered, we have invested in far more than just the software you see on your web browser or mobile device.

Our cloud hosting has been selected because it exceeds industry standards for cloud services, and is purpose-built for maximum security, reliability, and availability. Nothing less would do.”

Christian Berthelsen, Chief Technology Officer, Fourth

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Infrastructure

High Availability

- Global coverage delivered through multiple cloud points of presence in the US, EMEA, and APAC regions.
- Each classified to the highest global standard for availability and security, Including:
 - Infrastructure architecture exceeding Tier 3 accreditation standards.
 - Proven mission critical hosting.
 - At least N+1 capacity and redundancy provision of compute, network, storage, power, and HVAC.
 - 24*7*365 security operations.

Platform and Applications

Architecture

- Service-Oriented, multi-layered zone-based network security architecture that separates application role, application logic and data with principles of zero-trust.
- Network and application security gateways enforcing least privilege access.
- Distributed resilience through network load-balancing and message-based asynchronous processing.
- Dynamic cloud capacity.
- Providing a flexible, resilient, secure, and scalable infrastructure.
- Multi-tenant architecture for proven consistent performance and reliability.

Backups

- Backup cycles with regular transaction log backups, nightly incremental backups, and weekly full backups. Longer backup retention in non-GDPR/CCPA regions and regions with jurisdictional requirements.
- On-going verification/restoration testing procedures validate data integrity.
- Off-site backup replication.
- All backups replicated locally and to geographically remote cloud locations.
- All backups securely encrypted.

Disaster Recovery

- In-region, geographically remote secondary cloud presence providing hot-site recovery capability and data protection.

Performance

- All systems are subject to continuous performance and health monitoring.
- All web and mobile systems are designed to provide fast response time by using modern user interface frameworks, small data transmission packets, and cached data when possible.

Management and Monitoring

- The platform and applications are monitored 365x24x7 by integrated monitoring tools.
- Global operations staff provides cover on 365x24x7 basis, ready to respond to an alert.

Service Response

- Formal Service Level Agreements categorise incidents by severity.
- Pre-defined targets for response and resolution time at P1 through P4 levels.

System Maintenance

- Where the planned maintenance period will affect the availability of systems, Fourth will make best efforts to notify key user contacts at least one week in advance.
- Emergency maintenance periods may be carried out immediately. Fourth will make best efforts to notify key user contacts in this situation.

Security

Physical Security

- Highly secure cloud facilities – CCTV, external barriers, and proximity access cards.
- Compartmentalised security zones.
- Servers held in locked cages.
- Gas, fire, heat, and flood detection as well as gaseous fire suppression systems.
- A complete building management system monitoring all elements.
- Guarded entry points.

Logical Security

- Access is granted on a need-to-know basis and in accordance with the principle of least access.
- Strict password policies are in place for all accounts.
- Application and network security gateways control access on all Internet access points.
- Remote access is only possible via a secure authenticated link.

Information Security

- Dedicated Senior Information Security Officer responsible for information security.
- Oversight by executive leadership team with quarterly security updates and reviews.
- Maintains continued compliance with local laws and regulations in conjunction with Legal.

Security Policies

- Information security policies communicated to all staff.
- Policies are reviewed at least annually.
- Policies covering:
 - Risk management
 - Information classification and handling
 - Change management

- Patch management
- Business continuity and disaster recovery
- Access management
- Sub Processor security
- Incident response

Staff

- Information security training occurs annually.
- Subject to confidentiality agreements.
- Agree to adhere to company policies.

Laws and Regulations

- Dedicated Legal team maintaining Fourth's continued compliance with all applicable local laws and regulations, in conjunction with security personnel and product owners.

Vulnerability Reporting Policy

- Keeping our customers' data secure is our number-one priority and Fourth acknowledges the valuable role that independent security testing plays in Internet security.
- All security testing against our systems must be done in a responsible, non-disruptive and legal manner.

Compliance and Accreditation

Fourth

- SOC 1 Type II
- SOC 2 Type II

Data Centres

- ISO 27001
- SOC 1/2/3
- Additional accreditations dependent on location.

Payroll Bureau (UK)

- PAYE Recognition
- Chartered Institute of Payroll Professionals
 - Payroll Assurance Scheme (PAS)
- Bacs Bureau Approved (BAB)

Payroll Bureau (USA)

- Certified Professional Employer Organization (CPEO)