

## Security Policy

### 1. General Security

We take security very seriously. All our servers are always maintained to the latest patch levels, we also maintain firewalls to ensure intruders do not enter our network.

In order to keep your services and accounts safe we recommend you do the following:

- Maintain latest patch updates for all your computers and devices used to access our services and networks.
- Use the latest Anti-Virus, Spyware and Malware detection tools available.
- Use strong passwords. A strong password should have at least 14 characters, have capital and lower-case letters, numbers and special characters like !@% ^.
- Change your passwords at least every 6 months.
- Never provide your password details to anyone.
- Where possible restrict your service to only work from a particular IP address.

We have implemented a lot of security protections to avoid fraudulent use, however it's still up to you the customer to maintain your account and services. If your account is exploited you will still be required to pay for all charges that resulted.

### 2. Phishing

We will never email or call you requesting you provide your password or account details. If you do get contacted and asked for your details we ask that you do the following:

#### **If by Phone;**

- Obtain the Caller ID of the person
- Ask for the persons name
- Ask them for a contact number so that you can call them back

#### **If by Email;**

- Forward the email to support@url.net.au
- DO NOT Open any attachments, it is likely to be a virus or Trojan
- Delete the email

If you do provide details please inform us immediately and we will check for unauthorised access on your account and assist you to change all access credentials.

### 3. Credit Card Security

- Transactions between our billing system and your browser are made using 256-bit SSL encryption technology.

## **Security Policy**

- If you have elected to store your credit card with us for automated billing this is stored encrypted in our database. Please note we do not store the CVC number as per PCI compliance.
- Our billing infrastructure is maintained to be PCI compliant and scanned by the McAfee Secure service.