



# Information Privacy & Security

Sapiens is continuously investing in a comprehensive cybersecurity platform that addresses the evolving threat landscape. With a security ecosystem built into our core, Sapiens has the framework in place to protect our customers through our secure software, tools and services. With over 35 years of experience around the globe, you can rest assured that we will protect your data around the clock and in every time zone.

## Security Specialists

Today's threats move fast. Our security specialists help keep you protected with constantly evolving tools, technologies, expertise and safeguards.

Our proactive culture and operations include:

- State-of-the-art advanced security technologies
- Research and testing on evolving threats
- Continual training in new standards and best practices

### Main Benefits



Enterprise-grade  
information security  
architecture



24/7 global protection  
and advanced threat  
monitoring



State-of-the-art  
incident response  
teams

## Consistent investment ensures you're protected

Our investment includes the deployment of a market-leading Endpoint Detection and Response (EDR) system as well as granular visibility across our global network infrastructure with Intrusion Detection System (IDS) capabilities for both network and endpoints. Sapiens also established a SIEM and Security Operations Center (SOC). We will continue to implement additional tools such as Database Firewall and Data Loss Prevention (DLP).

Sapiens engages in internal and external enterprise-wide assurance activities multiple times a year, including reviews of our technology, security and related controls. Sapiens is committed to keeping our products and services running smoothly so you can better serve your customers. Our highly skilled, certified business resiliency professionals around the globe ensure internal issue response 24/7–365 days a year.

### Sapiens data privacy and governance team help handle:

- Implementing enterprise-wide privacy compliance programs
- Protecting and governing personal information as outlined in Sapiens global privacy policy
- Conducting privacy reviews to ensure appropriate privacy protections are in place
- Evaluating privacy incidents in accordance with data privacy laws

## World class cybersecurity program

### Driven by the leading standards and industry best security practices



#### SOC 1 Type II

Sapiens undergoes a SOC 1 Type II audit annually to ensure the effectiveness of controls relevant to security.



#### EU General Data Protection Regulation (GDPR)

The European Union's (EU) General Data Protection Regulation (GDPR) went into effect on May 25, 2018. A Data Processing Addendum has been incorporated into our contracts. For more information please review our [privacy policy](#). Sapiens has appointed a Data Protection Officer, who is reachable at [privacy@sapiens.com](mailto:privacy@sapiens.com)



#### EU-U.S. Privacy Shield Framework

Sapiens complies with the Privacy Shield Principles for all transfers of personal data from the European Economic Area ("EEA"), including the onward transfer liability provisions. To learn more about the [Privacy Shield Framework](#), visit the U.S. Department of Commerce's Privacy Shield List.



#### NIST

The National Institute of Standards and Technology

**Contact us today to discover what Sapiens Managed Services can do for you**

## About Sapiens

Sapiens empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for property & casualty; life and pensions; and reinsurance. With more than 35 years of experience delivering to more than 550 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: [www.sapiens.com](http://www.sapiens.com)