

## Frequently Asked Questions: Data Privacy and IT Security

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### When I use Veruna, where is my data?

Veruna uses two secure, cloud-based storage systems: Salesforce and Microsoft Azure.

Veruna is a managed package that exists in a dedicated environment “Org” in Salesforce, which you control.

Your data lives in your Org in Salesforce when at rest. Your data exists in transit when Veruna receives your carrier download information from the carrier download inboxes and ingests that data into Veruna/Salesforce. Veruna processes these API-related transactions in Microsoft’s Azure.

### How is my data protected/made secure?

You can read about Salesforce compliance and SOC documentation here:

- Salesforce SOC1: <https://compliance.salesforce.com/en/soc-1>
- Salesforce SOC2: <https://compliance.salesforce.com/en/documents/a005A00000k50uvQAA>
- Salesforce Data Privacy: <https://help.salesforce.com/articleView?id=000325217&type=1&mode=1>

Note that Veruna users ONLY authenticate through Salesforce. In addition to enabling best-practice authentication (see below), Salesforce requires unique usernames and passwords, multifactor authentication, device activation (such as recognizing unfamiliar devices and multiple log-in attempts), and session security.

Veruna backoffice services cover a set of behind-the-scenes (non-UI) business logic handlers, most prominently including Veruna’s Carrier Download engine and the hub-and-spoke infrastructure for vendor integrations, such as premium financing or rating/quote systems.

The Azure PaaS also houses the Veruna ACORD Forms web app, which allows PDF-like rendering and editing of insurance data and reads from and writes to each customer’s Salesforce installation.

The backend services hosted in Azure are key elements of the Veruna platform, as they handle the extraction, transformation, and loading (ETL) of external data to and from Salesforce. While the services’ primary roles are to transmit customer data, there is no persistent storage, and all data is encrypted while in transit.

### Is my data encrypted? At rest and in transit?

All sensitive data is encrypted in transit (Azure) and at rest (Salesforce). All communications are HTTPS, protected by SSL (TLS 1.2+).

Additionally, any ancillary metadata (like, indexes) are also encrypted at rest: [https://www.salesforce.com/content/dam/web/en\\_us/www/documents/reports/wp-platform-encryption-architecture.pdf](https://www.salesforce.com/content/dam/web/en_us/www/documents/reports/wp-platform-encryption-architecture.pdf)

### Does Veruna allow control of access to data?

Yes. Veruna and Salesforce enable precise control of who can access/edit/delete/add data, down to the level of individual fields.

### **Does Veruna allow control of access to reports/dashboards?**

Yes. Veruna and Salesforce enable controlled access to reports and dashboards as well. Each level consists of a combination of user permissions. You can also control viewer, editor, and manager access. Salesforce also offers out-of-the-box configurations for individual-manager-admin relationships.

### **How are permissions managed in Veruna?**

Veruna leverages the native capabilities of Salesforce for permission sets and profiles. These can be customized and controlled by your administrator.

### **Does Veruna provide authentication best practices like multi-factor authentication (MFA)?**

Veruna leverages Salesforce for a wide variety of best-practice authentication methods like multifactor authentication. Additional Salesforce authentication best practices include Single-Sign-On, Custom Login Flows, and Connected Apps (such as SAML, OAuth and OpenID Connect). Multifactor authentication is also enabled for all internal corporate accounts. Veruna's corporate systems are entirely cloud-based/SaaS applications—we have no self-hosted/on-premises servers or networking infrastructure.

### **When is Veruna available? What happens when it is not?**

Veruna strives to be available whenever Salesforce is available. We provide standard SLAs with each contract. Unfortunately, if Salesforce is down, Veruna will be down as well. For our Azure components, we self-monitor. Our systems are designed to have independent availability in the event of an issue.

### **What happens to my access and my data if there is a catastrophic failure?**

Note that your data is at rest in your Salesforce Org. If Salesforce experiences a catastrophic failure, typically we have seen access impacted, but with data being persistent. Passing of data is halted, as it is dependent upon access. It is always a best practice to have independent backups in place. Veruna does not offer this service as of the printing of this FAQ; however, many backup data providers, including those native to Salesforce, can provide this service.

If you have additional questions, want to learn more, or would like to see a demo of Veruna in action, contact Veruna today.

[www.veruna.com](http://www.veruna.com)

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