Digital Samba Security White Paper

Digital Samba is created to bring the best video conferencing experience to its customers. For this purpose, we have built the Samba Live platform: **intuitive, feature-rich and easy to use**. Companies, organizations and public initiatives around the world have used Samba Live for their video conferences and webinars, and continue to trust our platform for the security of their information. Digital Samba intends to keep the security of its customers's data at the highest possible level.

The **importance of data privacy and information security** was one of our highest priorities, both in the design of our systems architecture as in our user interface and feature set. Our long-term goal is to stay on top globally as the go-to platform for live video communications. This is not possible if the security of our customers' data is compromised in any way. This whitepaper will give you all the necessary information concerning data privacy and information security; how Digital Samba protects data and all the technical aspects of our platform.

Our business model is based on paid subscription services and in no way involves the resale of your personal data or information.

If you have any other questions about the security of our platform, or want to learn more about our products and how Digital Samba can help your video conferencing, please contact us directly at https://www.digitalsamba.com/contact-us. We place great value in connecting with our customers, and our team is working hard to reply to all business inquiries in a timely manner. We will be happy to answer all your questions in detail and further explain why our Samba Live is the leading video conferencing platform in the world.

SAMBA LIVE

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Secure hosting

Digital Samba values the **importance of having a secure and stable online connection**. Our clients come from all around the world, and use our software for a diverse range of video conferencing projects and activities. But there is one thing they all share, and that is the need for having a crystal-clear picture quality, without any breaks and interruptions, in a safe online environment where users' data will not be compromised.

SaaS-optimized hosting

In order to maintain the quality for our users, we have partnered with [Leaseweb](), a leading company in the field of hosting and security. Leaseweb offers an extensive range of solutions that have proven to yield the best results and guarantee security of our customers' data. Here is an overview of the most important certifications Leaseweb holds to prove their standards to Digital Samba, pertaining to hosting and data security.

ISO 27001

This international security standard is used as a quality benchmark for the protection of sensitive data. The certification was carried out by EY CertifyPoint, covering all aspects from personnel security to business continuity management.

PCI DSS

This standard encompasses the security of handling sensitive client information, in order to help companies and organizations provide top support and service to their respective clients and customers.

Aspects of the PCI/DSS certification that are covered are: 9.1 to 9.4, 9.10, 10.6.1, 11.1.2, 12.1, 12.2, 12.4 to 12.10.

Leaseweb data centers that are PCI DSS certified are the following:

- AMS-01
- FRA-10
- WDC-01
- SIN-11
- HKG-10

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SOC 1

Service Organization Controls (SOC) examine descriptions of the systems that are operated on behalf of the clients, that are relevant to the processes of their internal control.

HIPAA

The Health Insurance Portability and Accountability Act laid out the standards to which security controls of health information are to be measured.

CISPE

Leaseweb registered their products with the Cloud Infrastructure Service Providers in Europe association (CISPE). CISPE created a code of conduct for providers of Infrastructure-as-a-Service (IaaS), in order to help them verify GDPR compliance.

If you want to get more familiar with the services Leaseweb has to offer, we suggest you visit their website and learn everything that might interest you in-depth.

We protect against distributed denial-of-service attacks (DDoS) by shielding our service with Cloudflare and delivering static content via the Cloudflare CDN for improved user experience and faster load speeds for geographically distributed attendees.

If you use telephony services on Samba Live then you are using group teleconferencing services provided by Twilio, seamlessly integrated with our video conferences.

Systems and software architecture

Contact us for a technical diagram of the systems and software architecture of the Samba.live environment, where each component can be scaled individually (NDA required).

For on-premise deployments, customers may choose to replace some of the third party providers we use, or omit them completely.

Hosting locations

Digital Samba offers hosting in the USA (Washington DC), EU (Amsterdam) and APAC (Singapore). Enterprise and OEM customers can communicate their preference of data center prior to setting up, in all other cases we default to the USA.

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Technical Security Measures

1) We use **DTLS-SRTP** as the key exchange mechanism for video streams.

2) We use an implementation based on **OpenSSL** and **libsrtp**, which takes care of the DTLS handshake between peers and the server and sets the proper SRTP and SRTCP context up accordingly.

3) Web Servers expose port 443 to serve HTTP secured with industry standard SSL/TLS certificates.

   a) Port 80 is also exposed to facilitate HTTP>HTTPS redirects for standard web requests.All other requests on other ports are dropped by our internet facing proxy server.

4) Signalling and other API's exposed to the internet on port 443 are secured with industry standard SSL/TLS certificates.

5) Mediaserver UDP ports 1024-65535 are exposed to the internet and secured with DTLS (openssl/libsrtp).

   a) All other non-authenticated requests on other ports are dropped by our internet facing proxy server.

6) We use IP- Restrictions, VPN and authentication mechanisms to prevent unauthorized access to other services including telephony and recording.

Transport encryption

Our entire infrastructure is protected with industry standard TLS/SSL certificates, where possible. SSL is the standard technology for keeping an internet connection secure. It is safeguarding any sensitive data that is being sent between two systems like a browser running Samba Live and our web servers. By that, it prevents criminals from reading and modifying any information transferred. TLS can be described as an updated, more secure, version of SSL. We only use strong encryption and hashing algorithms and c.
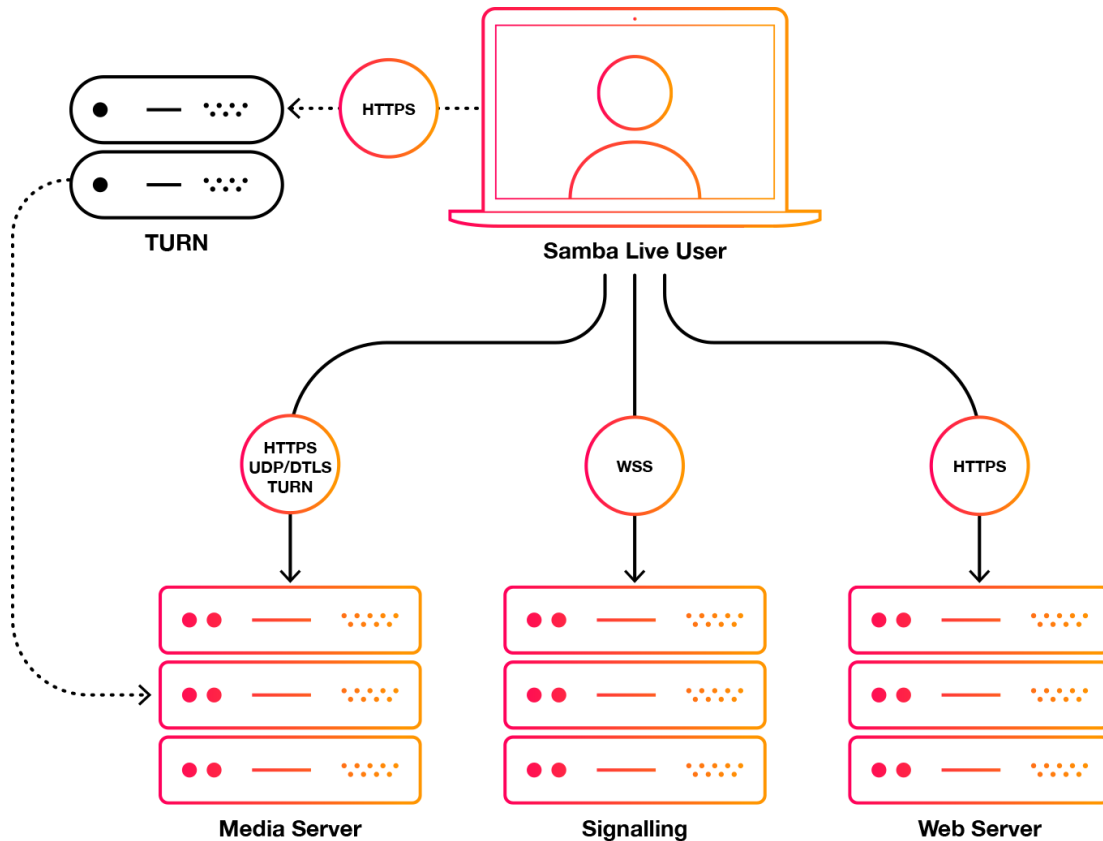
You will notice HTTPS in all our URLs since they are secured by an SSL certificate. The details of our certificate can be viewed anytime by clicking on the lock symbol on the browser bar.

Transport encryption also help to protect our users against man-in-the-middle-attacks:

- **Web server, signalling server:** Use TLS/SSL to protect traffic between clients and servers.

- **Media servers:** Media server API is protected by SSL/TLS.

- **RTP streams carried between clients and media servers:** Protected with DTLS-SRTP.

- **TURN server:** When RTP stream traffic needs to be proxied through a TURN server that traffic is also protected with DTLS-SRTP.
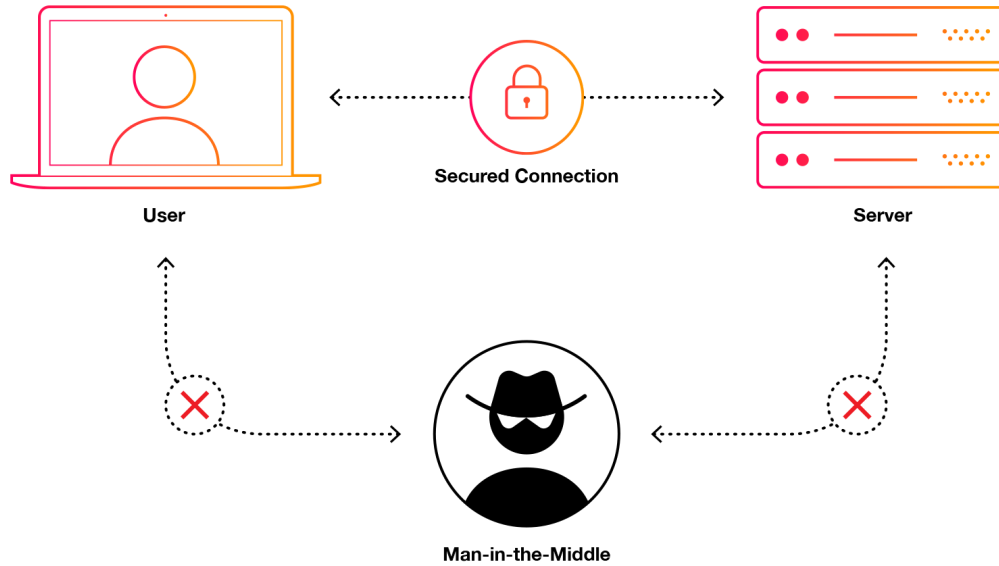
Self-hosting

We offer our software as on-premise for those customers who have particular legal or security requirements. Talk to our sales team for more information about our enterprise server deployments.

Built-in security features

We offer various built-in security features within our video conferencing software. This ensures secure and disruption-free meetings and webinars.

- **Lobby:** Let participants wait in a dedicated room before joining a video conference

- **Broadcasting permissions:** Individually turn video and audio for participants on or off

- **Remove participants:** Remove any participant from your video conference

- **Specific invite links:** Use private invite links, delete old sessions

- **Password protection:** Protect your video conferences with passwords

- **Roles:** Divide your participants into speakers and audience and ensure only those with the right permissions can broadcast or share their screen or content

- **Chat control:** Disable chat, delete chat messages or turn off private chat

- **Participant list:** Always know who's connected via the participant list

These and other software features help you to keep unwanted guests and crashers out of your video conferences.

Permissions needed for screen sharing

Samba Live doesn't need any plugins for screen sharing. But we show notifications so that **consent for screen sharing is explicitly and clearly requested**. The parts of your screen being shared are clearly indicated to the user before sharing to the entire audience. Only users with the speaker role or who have explicitly been given presentation permission can share their screen.
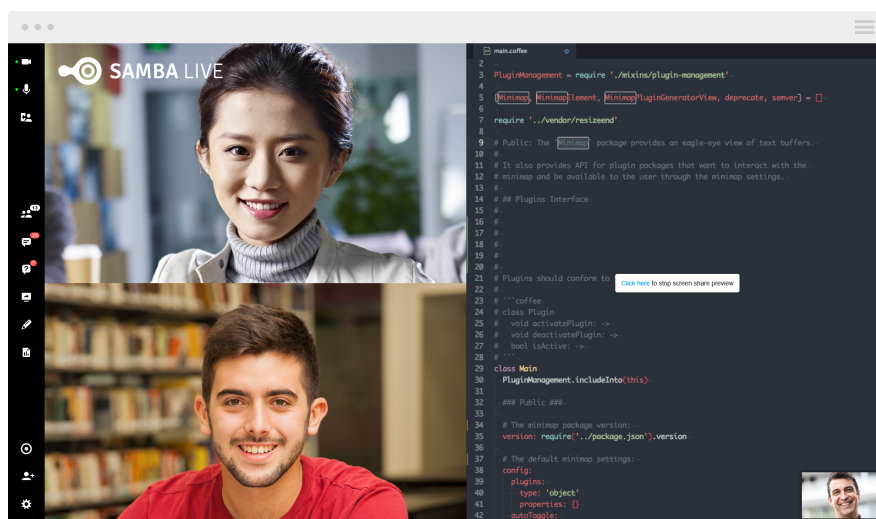
General Data Protection Regulation (GDPR)

At Digital Samba, we take data privacy seriously. When we launched, our driving idea was to have a global audience, which is why our company complies with the **General Data Protection Regulation (GDPR)**.

The GDPR expands the **privacy rights** granted to European individuals and requires companies that process personal data of European individuals and have a presence in the EU to comply with a set of requirements. he General Data Protection Regulation (GDPR)is designed to strengthen the security and protection of personal data in the EU, as well as provide businesses with a structured framework on how to collect, process, use, and share personal data. Under the GDPR, the concept of "personal data" is very broad, and covers almost any information relating to a specific individual.

Data controllers and processors

The GDPR defines and distinguishes between two parties and responsibilities when it comes to collecting and processing personal data:

1. **Data controllers** — who determine the purpose and ways that personal data is processed. When using our video conferencing solution, Digital Samba falls under this definition.

2. **Data processors** — processes data for the controller. In some instances, a data controller needs to work with a third-party or an external service in order to work with the data that has been gathered.

The controller is responsible to make sure that all processors with whom it deals will be GDPR compliant and the processors themselves must keep records of their processing activities. As an OEM or white label partner, you are usually acting as a data controller for your customers and we are your data processor.

What steps were taken by Digital Samba following the GDPR requirements?

Digital Samba placed helping customers (both current and future customers) as its top priority. We are also doing our best to help customers **comply with GDPR** while using our products, so that their data is fully protected.

At Digital Samba we closely work with our engineering, product, security and legal teams to make both our product and our legal terms in line with the GDPR. We will continue to ensure they keep in line continuously.

Ensuring privacy

Our Terms of Use and Privacy Policy support the GDPR requirements. We've written it thoroughly, clearly and in-depth, in order to inform you of the control you have over your personal data while using our products.

You can learn more in-depth about our privacy policy here. In the following, we provide some of the essential information from our privacy policy pertaining directly to the security of your data on our platform.

How to access and control your information?

- **Request a copy of your information.** You have the right to request a copy of your information, in a structured, electronic format. Your request and choices may be limited in certain cases: for example, if fulfilling your request would reveal information about another person, or if you ask to delete information which we or your administrator are permitted by law or have compelling legitimate interests to keep. Where you have asked us to share data with third parties, for example, by installing third-party apps, you will need to contact those third-party service providers directly to have your information deleted or otherwise restricted.

- **Access and update your information:** Our products and related documentation give you the ability to access and update certain information about you from within the service. For example, you can access your profile information from your account and review meetings, recordings, contacts and messages you have created in the service. You can update your profile information within your profile settings and modify content that contains information about you using the editing capabilities associated with the content.

- **Delete your information:** We've made the process in which your account can be deleted as easy as possible. Deletion within the app triggers an automatic removal of your data from our CRM and all corresponding systems, unless otherwise opted-in.

- **Request that we stop using your information:** In some cases, you may ask us to stop accessing, storing, using and otherwise processing your information where you believe we don't have the appropriate rights to do so. For example, if you believe a services account was created for you without your permission or you are no longer an active user, you can request that we delete your account as provided in this policy. Where you gave us consent to use your information for a limited purpose, you can contact us to withdraw that consent, but this will not affect any processing that has already taken place at the time. When you make such requests, we may need time to investigate and facilitate your request. If there is delay or dispute as to whether we have the right to continue using your information, we will restrict any further use of your information until the request is honored or the dispute is resolved, provided your administrator does not object (where applicable). If you object to information about you being shared with a third-party app, please disable the app or contact your administrator to do so.

- **Opt out of communications:** You may opt out of receiving promotional communications from us by using the unsubscribe link within each email or by contacting us as provided below to have your contact information removed from our promotional email list or registration database. Even after you opt out from receiving promotional messages from us, you will continue to receive transactional messages from us regarding our services.

- **"Opt-In" Consent:** We are using opt-in and double opt-in to forms where data is collected. You will know exactly when data is collected, as you will be informed openly and in a timely manner.

- If you have unresolved concerns, you may have the right to complain to a data protection authority in the country where you live, where you work or where you feel your rights were infringed.

Security processes and audits

- **Infrastructure:** During the implementation of the GDPR, we have reviewed and strengthened our security infrastructure and practices, data encryption in transit and at rest, backup, logs and security alerts.

- **Audit:** An audit and data mapping process were made to make sure any data that may be stored or processed is processed and managed according to the GDPR instructions.

- **Analytics data:** We delete or anonymize analytics data of users after user deletion.

- **Contracts:** We've reviewed and put the appropriate contractual terms in place, to perform our role as a data controller and processor for our customers while complying with the GDPR.

- **Ongoing compliance:** We've put on place all the internal procedures, processes and controls and team training to keep up with our compliance.

We continue to monitor the guidance around **GDPR compliance** and will ensure that our product and processes are complying with those guidance when they become effective.

Cookies and tracking

We use cookies and other technologies to **improve and customize Samba Live, our website and your experience**. This will allow you to access and use Samba Live without re-entering your username or password. It also helps us to understand the usage of our products and the interests of our users. This enables our team to create the best video conferencing experience for you.

Where do we use cookies?

- **Where strictly necessary:** These cookies and other technologies are essential in order to enable our products to provide the feature you have requested, such as remembering you have logged in.

- **For functionality:** These cookies and similar technologies remember choices you make such as your preferred language. We use these cookies to provide you with an experience more appropriate with your selections and to make your use of the products more tailored.

- **For performance and analytics:** These cookies and similar technologies collect information on how users interact with the products and enable us to improve how the products operate. For example, we use Google Analytics cookies to help us understand how visitors arrive at and browse our products and website to identify areas for improvement such as navigation, user experience, and marketing campaigns.

- **Targeting cookies or advertising cookies:** These cookies collect information about your browsing habits in order to make advertising relevant to you and your interests. They remember the websites you have visited and that information is shared with other parties such as advertising technology service providers and advertisers.

- Social media cookies: These cookies are used when you share information using a social media sharing button or "like" button on our websites or you link your account or engage with our content on or through a social media site. The social network will record that you have done this. This information may be linked to targeting or advertising activities.

We have removed dependency on cookies for the most part in our samba live software, to protect your privacy and enhance browser compatibility.

How can you opt-out?

To opt-out of our use of cookies, you can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from websites you visit. If you do not accept cookies, however, you may not be able to use all aspects of our products. Digital Samba and our third party partners also collect information using web beacons (also known as "tracking pixels").

Dedicated to your Security

Digital Samba has been developing Samba Live to adapt to the ever-shifting security needs of organizations of any size with the highest enterprise-level standards for about as long as the industry has been around. Future security threats will put very versatile, open platforms like Samba Live in demand for people who are aiming to avoid costly and potentially threatening data breaches.

Want to talk about privacy & security in video conferencing?

Our security specialists at Digital Samba are happy to answer any questions you may have.

DROP US A MESSAGE HERE