



SECURITY AND PRIVACY WHITE PAPER

Poly RealConnect

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Introduction

This white paper addresses security and privacy related information regarding Poly RealConnect for Office 365 and Teams.

This paper also describes the security features and access controls in Poly's processing of personally identifiable information or personal data ("personal data") and customer data in connection with the provisioning and delivery of the Poly RealConnect service, and the location and transfers of personal and other customer data. Poly will use such data in a manner consistent with the [Poly Privacy Policy](#), and this white paper which may be updated from time to time. This white paper is supplemental to the [Poly Privacy Policy](#). The most current version of this white paper will be available on [Poly's website](#).

Poly RealConnect for Office 365 is a certified video interoperability solution for Office 365 and Skype for Business. Poly RealConnect for Teams is a certified video interoperability solution for Microsoft Teams. These services allow standard-based devices, such as Polycom and Cisco video endpoints, to join either a Skype for Business meeting or a Microsoft Teams meeting. The Poly RealConnect Service is integrated into the Skype and Teams meeting workflow making it easy and intuitive to schedule a video interop call.

Security at Poly

Security is always a critical consideration for a cloud-based service such as Poly RealConnect. Poly aligns with ISO/IEC 27001:2013 for our Information Security Management System (ISMS). ISO/IEC 27001 is the most widely accepted international standard for information security best practices and you can be reassured that Poly has established and implemented best-practice information security processes.

Product security at Poly is managed through the Poly Security Office (PSO) which oversees secure software development standards and guidelines. The Poly Product Security Standards align with NIST

Special Publication 800-53, ISO/IEC 27001:2013 and OWASP for application security. Guidelines, standards and policies are implemented to provide our developers with industry approved methods for adhering to the Poly Product Security Standards.

Secure Software Development Life Cycle

Poly follows a secure software development life cycle (S-SDLC) with an emphasis on security throughout the product development process. Every phase of the development process ensures security by establishing security requirements alongside functional requirements as part of initial design. Architecture reviews, code reviews, internal penetration testing and attack surface analysis are performed to verify the implementation.

The S-SDLC implemented by Poly also includes a significant emphasis on risk analysis and vulnerability management. To increase the security posture of Poly products, a defense-in-depth model is systematically incorporated through layered defenses. The principle of least privilege is always followed. Access is disabled or restricted to system services nonessential to standard operation.

Standards-based Static Application Security Testing (SAST) and patch management are cornerstones of our S-SDLC.

Change Management

A formal change management process is followed by all teams at Poly to minimize any impact on the services provided to the customers. All changes implemented for the Poly RealConnect service go through vigorous quality assurance testing where all functional and security requirements are verified. Once Quality Assurance approves the changes, the changes are pushed to a staging environment for UAT (User Acceptance Testing). Only after final approval from stakeholders, changes are implemented in production. While emergency changes are processed on a much faster timeline, risk is evaluated, and approvals are

obtained from stakeholders prior to applying any changes in production.

Privacy by Design

Poly implements internal policies and measures based on perceived risks which meet the principles of data protection by design and data protection by default. Such measures consist of minimizing the processing of personal data, anonymizing personal data as soon as possible, transparently documenting the functions, and processing of personal data and providing features which enable the data subject to exercise any rights they may have.

When developing, designing, selecting and using applications, services and products that are based on the processing of personal data or process personal data to fulfill their task, Poly considers the right to data protection with due regard.

User Authentication

Poly RealConnect for Office 365 and Teams supports integration of enterprise authentication providers via the OAuth2 standard.

With OAuth2, Poly RealConnect for Office 365 and Teams can securely integrate with enterprise authentication providers and thereby authenticate enterprise users without ever having access to their credentials. Users enter credentials only into the authentication provider's own sign-in page. Poly RealConnect then receives access tokens from the authentication provider that grants limited and controlled access to resources owned by a user.

Note:

- Access tokens are not stored by the cloud service. They are discarded after being used to obtain basic user profile information (user email address, user display name)
- Access tokens have limited lifetimes controlled by the authentication provider

- The cloud service supports the following authentication providers:
 - Microsoft Active Directory Federation Services 3.0 via OAuth2
 - Microsoft Office 365 (Azure AD) via OAuth2

Disaster Recovery and Business Continuity

The Poly RealConnect service is architected to provide high reliability, resiliency and security. The entire service is hosted on multiple geographically distributed Microsoft Azure data centers in the United States, the Netherlands or Australia. Normal low impact outage due to loss of power or connectivity is already handled by the cloud hosting provider—Microsoft Azure.

During a major crisis or disaster, service will be moved to a different region until the affected region is restored.

Poly has a Business Continuity and Disaster Recovery Plan reviewed and approved by management to ensure that we are appropriately prepared to respond to an unexpected disaster event. Poly tests disaster recovery processes and procedures on an annual basis. We use the results of this testing process to evaluate our preparedness for disasters and to validate the completeness and accuracy of our policies and procedures.

Cryptographic Security

All communication with the Poly RealConnect for Office 365 and Teams web portal is encrypted over an HTTPS connection that uses TLS 1.2 with 128 or 256-bit encryption and a 2048-bit key exchange mechanism. Cryptographic cipher suites and modules implemented in Poly RealConnect are open (i.e., publicly disclosed) and have been peer reviewed. Cryptographic libraries are current, regularly updated and leverage the Advanced Encryption Standard (AES-128 and AES-256) cipher suites. Hash

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strengths supported include SHA-256 and SHA-384.

Poly RealConnect for Office 365 and Teams ensures that your communications are secure and does not record or capture video or audio streams. Media transported between Poly RealConnect for Office 365 and Teams and the customer's endpoint is encrypted at the customer's option. Please note that some video endpoints may need additional licenses for an encryption option.

All traffic transported between Poly RealConnect and Microsoft is always encrypted.

Data Processing

Poly does not access any customer's data except as required to enable the features provided by the service. If you are an individual user and the purchase of Poly RealConnect has been made by your employer as the customer, all the privacy information relating to personal data in this white paper is subject to your employer's privacy policies as controller of such personal data.

Source From Where PI Collected	Categories of PI Collected	Business Purpose for Collection	Disclosed to the following Service Providers
Service user information	<ul style="list-style-type: none"> • Display name • Email address • IP address 	<ul style="list-style-type: none"> • Authenticate and authorize administrative access to the service • Deliver the service • Internal analysis and reporting 	Azure
Device Identifier Information	<ul style="list-style-type: none"> • Device name • IP address 	<ul style="list-style-type: none"> • Help customer diagnose technical issues • IP addresses are used to connect video endpoints to the Skype for Business or Teams service 	Azure

Purposes of processing

Poly RealConnect for Office 365 and Teams collects data to enable users to have a seamless video and content collaboration experience in Skype for Business or Teams calls regardless of

the video device they use to join. Data is collected for internal services to operate correctly. Some data elements are additionally used to perform internal analysis and reporting.

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How Customer Data is Stored and Protected

Poly RealConnect for Office 365 and Teams stores customer data in Azure CosmosDB. Data is encrypted at rest using AES 256. Data may reside in the United States, the Netherlands or Australia.

To learn about how encryption is applied, please visit the following link [here](#).

The Poly RealConnect database server is in an SSAE 16 Type II certified data center in the United States, the Netherlands or Australia that runs dedicated databases and application servers. When the Poly RealConnect database server receives data from the customer, it is verified for integrity, processed, and saved in the database.

Poly may change the location of the Poly RealConnect database server and details of any such change shall be set forth in the latest copy of this white paper available on Poly's website.

For transferring personal data of EU customers to the US, Poly uses an Intragroup Data Transfer Agreement incorporating the EU Standard Contractual Clauses as the transfer mechanism.

The Poly RealConnect database and application servers reside in the data center behind a fully patched firewall that is also managed. Access for any services not required by Poly RealConnect is blocked.

Server Access and Data Security

All customer data sent to Poly is encrypted both at rest and in transit using strong cryptography including AES-256 and TLS up to v1.2.

All customer data sent to Poly is backed up daily in digital form using the Azure data factory. Normal access controls of authorized users and data security policies are followed for all backup data. No physical transport of backup media occurs. The backup data

during rest and while in transit is encrypted using AES 256.

Servers are in a secure data center, with only authorized staff members having access. The servers are not directly accessible from outside the data center. For details, see [here](#).

Data Deletion and Retention

All information collected from the customer is stored in the database with the tenant information configured as the access control mechanism. Nothing is transmitted outside of Poly RealConnect. All data is self-contained in the database in the data center.

Poly may retain customer data for as long as needed to provide the customer with any Poly cloud services for which they have subscribed and for product improvement purposes. When a customer makes a request for deletion to privacy@poly.com, Poly will delete the requested data within 30 days, unless the data is required to be retained to provide the service to customer. Poly may "anonymize" personal data in lieu of deletion. In cases where anonymization occurs, the process is irreversible and includes but is not limited to searching and sanitizing all customer-specific data (e.g., name, site information and IP address) with randomly generated alphanumeric characters.

Security Incident Response

The Poly Security Office (PSO) promptly investigates reported anomalies and suspected security breaches on an enterprise-wide level. You may contact the PSO directly at informationsecurity@Poly.com. The PSO team works proactively with customers, independent security researchers, consultants, industry organizations and other suppliers to identify possible security issues with Poly products and networks. Poly security advisories and bulletins can be found on the [Poly Security Center](#).

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Subprocessors

Poly uses certain subprocessors to assist in providing our products and services. A subprocessor is a third party data processor who, on behalf of Poly, processes customer data. Prior to engaging a subprocessor, Poly executes an agreement with the subprocessor that is in accordance with applicable data protection laws.

The subprocessor list [here](#) identifies Poly's authorized subprocessors and includes their name, purpose, location and website. For questions, please contact privacy@poly.com.

Prior to engagement, suppliers that may process data on behalf of Poly must undergo a privacy and security assessment. The assessment process is designed to identify deficiencies in privacy practices

or security gaps and make recommendations for reduction of risk. Suppliers that cannot meet the security requirements are disqualified.

Additional Resources

To learn more about Poly RealConnect, visit our product [website](#).

Disclaimer

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