

INFORMATION SECURITY

We know that any information families send us is important and private. We treat that information—whether it comes to us via the Parents' Financial Statement application or in follow-up tax documents sent to SSS—with the ultimate in protections for confidentiality and security. We protect your information with advanced services across all areas of interaction:

- **All document handling is performed in secure facilities.** Tax documents are stored in fire-safe vaults. Six months after receipt, paper documents are destroyed through a certified shredding process. Electronic copies of the documents are stored for use while applicants are in school.

To build on our commitment to information security, we have created a comprehensive Written Information Security Plan. This plan governs the use of personal information by SSS as well as by all companies that we work with to deliver SSS services.

- **Our facilities are protected by multiple layers of information-security protections.** The facilities that store and process this information maintain SAS 70 certifications.*
- **All processing facilities are secured with a state-of-the-art physical security system, which includes nationwide access controls and 24 X 365 monitoring.**

- **Our “enterprise cloud” infrastructure is protected by a sophisticated, enterprise-class network of hardware and software.**

This network monitors system performance, safeguards data, and identifies and prevents malicious or unwanted intrusions such as denial-of-service attacks and unauthorized network access. Our school and family data is stored on a unique and secured database that is protected by multiple layers of information-security protections, including a datacenter that is a SAS 70 Type II* and PCI DSS-compliant facility.

* Statement on Auditing Standards (SAS) No. 70 represents a certification that a service organization has been through an in-depth audit of their control objectives and control activities, which often include controls over information technology and related processes.

