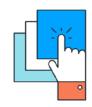# 4 Key Points of EEG Security

1. Does EEG Store My Information?

EEG Cloud Services (including iCap, Falcon, and Lexi) DO NOT store customer video or audio data. All audio and video content passes through the system in real time and is never cached for more than one minute. Caption text transcripts are sometimes cached and stored, according to **these specific policies**.

2. Who Can Access My Account?

Only owners of hardware EEG encoders, and those who have set up Falcon encoders in the cloud, may designate and control who is authorized to access their designated iCap application for listening to program audio and returning caption data to encoders. **Learn more about authorized users and account access** using the iCap Admin website.

4. Is My Data Safely Encrypted?

All customer audio, video, and captions streamed over iCap are encrypted in transit using industry standard encryption algorithms with new session keys generated and passed during each transaction. *This excludes Falcon streams which handle video in the RTMP format, which is not an encrypted format.*

Management websites for iCap (https://eegicap.com) and other EEG Cloud services (https://eegcloud.tv) are only available using SSL and require a valid login to access resources. **Learn more about these sites.**

3. Is My Billing Information Secure?

Automatic credit card billing is available on https://eegcloud.tv for all subscription services and takes place through a third-party PCI compliant payment processor (Stripe). EEG staff does not have access to credit card information provided through this mechanism.

Use of a credit card and automatic billing are not required. Speak to your sales rep regarding other payment options.

Data Storage and Security Policies

✓ **How long is my data stored for?**
Transcripts of iCap or Lexi captions will be stored for up to 90 days in an encrypted form on EEG controlled infrastructure for customers who opt in to the iCap Archive feature.

✓ **Where / how does EEG store my data?**
All data is stored in the United States and encrypted using industry standard Amazon AWS S3 and DynamoDB services which maintain up-to-date physical and information security certifications. Every effort is made to follow information security best practices in the use of these services.

✓ **How can I access my data?**
Transcript data can be accessed through the "iCap Archives" service by EEG cloud users who have a valid EEG Cloud account linked to the Billing Group that controls the associated Falcon or Lexi service, or who have an iCap Admin account associated with the iCap "Company" that either owns the encoder that was used to create the captions or was the service provider who created the real time caption transcript.

✓ **Can EEG staff access or view my data?**
EEG support and engineering staff are barred through internal policy and IT controls from accessing any stored customer transcripts without explicit consent from the customer in the course of providing authorized support assistance

iCap Account and Streaming Data Access

✓ **How are users authorized / deauthorized on my iCap account?**
Users and groups are authorized and deauthorized from the iCap Admin website using the credentials provided by EEG with the product.

▪ *We recommend changing this password to one known only to you, which meets your organization's password length and quality requirements.*

▪ *You may also contact support@eegent.com from the e-mail address that was registered with the product during the sales process.*

✓ **Can any iCap software user access my live feed?**
iCap software users who are not authorized on your account will be unable to access your live feed or even determine whether a feed associated with your company or facility is active or exists. iCap audio and video feedback from your encoder can only be accessed by authorized iCap users on your account using official monitoring software products from EEG, or from authorized third-party iCap licensees.

✓ **Does EEG certify caption service provider information security standards for iCap connectivity?**
EEG cannot certify the quality of information security controls employed by third-party companies that you may contract to perform live transcription services through iCap.

  ▪ *We recommend that all customers maintain adequate confidentiality and information security agreements with any transcription suppliers they use that fully cover media streams shared over iCap, as well as any supplementary material shared through other channels.*

iCap and EEG Cloud Management Websites

✓ **What measures does EEG take to ensure these management websites are secure?**
Both management websites undergo vulnerability scans and intrusion detection on a regular schedule through EEG's Information Security team. Also, all software used in the websites and associated resources are properly licensed, under support, and patched to the most recent security updates possible.

✓ **How are the login credentials for these websites generated?**
Initial logins for iCap and EEG Cloud are provided to new customers by EEG during the sales process. Customers are asked to change the password immediately upon receiving the account information.

  ▪ *Again, we recommend changing this password to one known only to you, which meets your organization's password length and quality requirements.*

  ▪ *All username and password data is in encrypted storage using industry best practices for sensitive account data.*