



Freehand Networks, LLC
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Freehand Secure Backup & Storage Service Frequently Asked Questions

Features

Is my traffic encrypted?

Yes. Although we support the FTP and HTTP (WebDAV) protocols (for legacy and embedded applications) we do not recommend them. Our standard network protocols are SSH and HTTPS (WebDAVs), both of which are encrypted with the same level of security that is required for online banking and credit card processing.

Do you offer an encrypted filesystem?

Yes. We support several offsite encrypted filesystems for Windows, Mac OSX and UNIX / LINUX. These encrypted filesystems offer full file level encryption so your data is safe when it is residing on our storage. Customers have the option to turn this feature on through our Windows Backup Agent.

How will my remote data storage integrate into my existing backups?

Quite easily! Regardless of whether you use an enterprise backup system in a corporate setting, or a simple consumer application at home, it will be extremely simple to integrate your remote filesystem. Our open systems allow a seamless integration into the operating system of your choice, allowing you to target your remote filesystem as a drive letter, as a mount point, as a URL, etc.

Is there a file size limit?

No. There is no limit to the size of the files you can transfer and store on our remote filesystem.

Do you have multi-user access?

Yes. You may configure additional users that can log in and share your account. Simply describe to us the permissions and access scheme you would like, and we will implement it for you.

Windows Integration

Will your service integrate into all versions of Microsoft Windows?

Yes. Our service, and the associated client programs, will run on any version of Microsoft Windows - including Windows 95, Windows NT, Windows XP, Windows Server 2003, and Windows Vista.

How does your service filesystem integrate into a Windows system?

The open standards that our service is built upon make it extremely flexible - there are literally



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thousands of tools and methods you can use to integrate the filesystem into your Windows system or network. In general, a Windows user will use one tool to maintain automatic, scheduled backups, and a second tool to browse and interact with the remote files. The first tool is almost always our Windows Backup Agent (although we support many other backup tools). The second tool can be any browser or client you are comfortable using. You can map the offsite filesystem as a drive letter, or browse with an FTP/SFTP client, or connect in your web browser, etc.

What is the Windows Backup Agent?

We provide our customers with a powerful enterprise backup utility - our Windows Backup Agent. This tool allows you to create and maintain multiple backup profiles, supports open files and performs powerful encryption and compression functions. In addition, you are able to maintain multiple versions of files and create exclusion lists for files you do not wish to backup. Backups are done efficiently, with only the changes in your files being sent over the network.

Mac OSX Integration

How does your service filesystem integrate into a Mac OSX system?

Integration for Mac OSX systems is extremely fast and simple because OSX is built on an underlying LINUX system. There is no need to install any software or make any configuration changes. Setting up powerful, efficient backups on your OSX system is literally a five-minute operation. As for browsing and interacting with those backups once they are on our end, you can simply browse the offsite filesystem from the Finder, and interact with your offsite data just like you would on any local hard drive.

Will your filesystem preserve OSX metadata?

Yes. The unison backup tool (free, open source) preserves all OSX filesystem metadata and is a backup protocol that we fully support.

Facilities

How secure are your facilities?

Our physical facilities are manned by live technicians 24 hours per day. Biometric access controls are employed at our locations, as well as video surveillance, strict entry controls and access logs.

How is the filesystem fault tolerant?

All data is housed on hardware RAID arrays providing at least RAID6 protection. Do not trust your data to anyone running software RAID, or anyone using RAID5 (even if they utilize hot spares, etc.). All power is conditioned and backed by battery banks which are backed by diesel generators. Physical machines are connected to at least two distinct power circuits. We perform quarterly audits of power load and equipment failover.



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How well connected are your facilities?

Our primary US location is connected to a quintuple-homed network. All global locations are at least triple-homed. We perform quarterly audits of network availability, throughput and latency.

What other security measures do you employ?

We employ Network Intrusion Detection Systems as well as IDS on each individual host. Each user's individual filesystem is in a 'container' that isolates it from the rest of the system. Finally, user filesystems all reside on data partitions that are securely mounted to provide an additional level of security against sophisticated attacks.

Regulatory Compliance

Are you HIPAA Compliant?

Yes. The Health Insurance Portability and Accountability Act (HIPAA) was passed in August 2006 to enable better access to health insurance, reduce health care fraud and abuse, and lower the overall cost of health care in the US. All covered entities who store patient data electronically must comply with HIPAA. Freehand enables covered entities to comply with both the HIPAA Privacy and HIPAA Security Rules by employing encrypted data transfer, encrypted data storage, physical security of data at rest, and control of user access to data.

Are you SOX Compliant?

Yes. The Sarbanes-Oxley Act (SOX) of 2002 requires that public companies implement IT controls to assure the accuracy of company financial records. These controls must include IT processes that provide for the security of data, central management of user accounts and the ability to audit and report on both internal and external file transfers. Freehand enables covered entities to comply with SOX by employing encrypted data transfer, encrypted data storage, physical security of data at rest, control of user access to data, and monitoring and reporting of user access to data.