

Creating Secure and Private Global Mobility Experiences

Stay Ahead of Data Security Regulations and Trends

With ever evolving and globally differing information privacy and security regulations, Graebel takes proactive steps to stay ahead of the trends and ensure data integrity with every interaction.



PII Protection: Much of our work together requires sharing personally identifiable information (PII) — including passport info, national identification numbers, banking details, date of birth and more. We take that trust and responsibility very seriously and utilize a variety of technologies, protocols and controls to ensure the security of your data.



Personnel Security Enforcement: Not everyone should be able to access the sensitive information you provide us. We maintain high standards of confidentiality — and ensure our partners do the same.



Business Practices and Audits: You don't simply have to take our word for our information integrity. As part of the annual SOC 2 audit, we choose to be audited by an external third-party, Wipfli, to examine the security, availability, processing integrity, confidentiality and privacy of customer data.



Graebel has created an Information Security Program designed to provide a holistic approach inclusive of technology, procedures and controls to ensure data protection and privacy.

- **International and regional laws and regulations.** We follow several regional and international regulations to ensure the confidentiality of our clients and their assignees, including:

- International Organization for Standardization/ International Electrotechnical Commission's 17799 standards
- U.S.-EU Privacy Shield Framework and the U.S.- Swiss Privacy Shield Framework
- General Data Protection Regulation (GDPR)

Additionally, we make all our policies effective globally, to ensure compliance with regulations everywhere we support assignees.

- **Security controls.** Our information confidentiality efforts are audited quarterly by an external third party, that also simulates penetration attacks to ensure our software and hardware are compliant with our clients' needs. Plus, there are several levels of review, approval and compliance for our privacy and security policies, including our CEO and senior management team, the Chief Information Security Officer, and the Corporate Security Steering Committee. Should an issue arise, we have a response plan and are prepared to address and resolve it quickly.
- **Integrated technology platform.** Graebel globalCONNECT® is a single, end-to-end mobility technology platform that offers award-winning tools, analytics, and securely integrated APIs that can constantly evolve to meet diverse and changing needs — with data integrity, privacy and stewardship baked in.

- **Encrypted communications.** In partnership with Proofpoint, a leading cybersecurity technology provider, all communications with PII are encrypted to ensure information doesn't get into the wrong hands. That includes all emails with PII, as well as Graebel globalCONNECT® service orders, reports and communications. Clients and assignees access the encrypted communications via the Proofpoint secure portal to ensure confidentiality.
- **Policies and protocols.** We've embedded multiple security policies and protocols into our service delivery model, ranging from system authentication to private workspaces and laptop security protocols.
- **Security awareness training.** Graebel employees serve as our first line of defense. They sign strictly enforced confidentiality and NDA statements and undergo security and privacy awareness training regularly. We also work closely with our supplier partners to ensure they meet and uphold our information security and privacy standards. All supplier partners are restricted to data required to conduct business on our behalf and some are even required to sign restrictive agreements limiting their use of PII.
- **Business continuity.** All our data is housed locally at a secure location and backed up to the cloud to prevent any outages from impacting our clients or their assignees.

Ready to get going?

Graebel can provide the exceptional, people-first mobility experience you're looking for, while going above and beyond to protect your company and assignees' data and information.

Let's get started at

insights.graebel.com/technology