



CynCast Security and Privacy Notice

CynCast provides security measures to its Application Service Provider (ASP) applications, facilities and data center to actively protect its customers' data and information shared with Insurance Companies, Other repair shops and Independent appraisers over the public Internet. CynCast uses SSL 128 bit encryption in all activity with the cyncast.com corporate web site and getclaim.com which move Member data over the Internet. CynCast uses user authentication measures to restrict access to its ASP applications and services.

CynCast will at no time sell Shop or Insurance personal customer information to third parties.

CynCast provides measures to protect Shop, Insurer and Consumer personally identifiable information. CynCast filters or blocks this information from direct access from consumers on the public Internet.

Personally Identifiable Information

CynCast defines personally identifiable information as the following sensitive data elements.

Insurance Company Related Information:

Customer Information:

- Customer Names
- Customer Addresses
- Customer Phone Numbers
- Customer SSN
- Customer email addresses
- Customer Insurance Company
- CSI Rating reports

Vehicle identification information:

License #
License State
VIN
Mileage

Claim Related Information:

Accident report information
Insurance Company Policy #s
Insurance Company Claim #s
Deductible Amount
Deductible Waived
Condition Report information
Total Loss information

Repair Facility Information**Human Resource Information:**

Employee Name
Employee Phone #
Employee SSN

Repair Order Specific:

Cycle Time
On time delivery
Production Dates and status
CSI Results
Totals
Sub Totals
WIP Costs
Costs

CynCast's Commitment to Protecting Your Data

Security

We designed CynCast's architecture to actively secure, protect and isolate your data. We use the most well-tested and proven application and network security components that are under constant review by both our team and the security community at large.

Here are some of the practices we use to ensure that your information has the benefit of our best-of-breed security and privacy measures.

Physical Security

CynCast manages all of our systems and resources internally. No one but CynCast security and network engineers have physical access to our fully secured production systems.

Infrastructure and Network Redundancy

CynCast's data center has redundant power and a backup generator and backup generator for the backup generator, and a large fuel reservoir for extended generator-only runtimes. We connect to a fully-redundant ISP with many immediate peering points.

Hardware Redundancy

CynCast is designed to scale easily; there is no single point of failure in our network as all our hardware is fully redundant and online. Since we have designed the system around small consumer components, expanding or adding extra redundancy is quick and inexpensive.

Network Defense

CynCast's network is protected with state-of-the-art hardware and software. Our security experts keep our software and firmware up-to-date as they stay abreast of current bug fixes, exploits and upgrades. We constantly test against a comprehensive and current suite of intrusion detection and network attack tools. Because we own and operate all of our own systems, we are able to keep watchful and expert eyes on the health of the CynCast network.

Data Encryption and Secure Access

CynCast rigorously isolate all of our customers' data. We require validated user access and offer SSL (Secure Socket Layer) options. All maintenance access to our site is performed through encrypted tunnels and links.

Webspace Isolation

Our architecture guarantees that your information is encapsulated and inaccessible to anyone but you and our staff (for backups only - and you may perform backups independently with our Export feature).

Data Backups

Backups are run nightly and copies are verified and stored off-site.

Contact CynCast Corporate for more information

If you have any questions, concerns, or comments about our privacy policies or practices, we would like to know what they are so we can address them. Please contact Jim Puskas at (714) 279-2049 or email jpuskas@cyncast.com