

# Powtoon Business Security FAQ

## **1** HOW DOES THE **POWTOON BUSINESS ARCHITECTURE** DIFFER FROM THAT OF THE **POWTOON FREE & PAID PLANS ARCHITECTURE?**

The Powtoon Business Cloud was built from the ground level up to meet the security and IT requirements of large corporate users. The Powtoon Business Cloud meets industry best practices, providing the highest security and management standards, 99.9% uptime, and priority video rendering. Your employees can log in to a dedicated and secured workspace on [companyname].powtoon.com using your company's corporate login service. Your Admins can manage a license pool, invite users, and assign them to project teams. Within teams, team members can share media files, brand assets, scenes, and Powtoons. The Powtoon Business Cloud offers increased data control through the ability to restore and preserve any document, even after the document owner leaves the company, or, alternatively, permanently delete any data, objects, brand assets, and Powtoons associated with that account.

## **2** WHERE IS THE CONTENT HOSTED?

Powtoon uses Amazon Web Services (AWS) Simple Storage Service (S3) and Microsoft Azure to store both the Powtoons and the content uploaded to the Powtoon media library.

### 3 WHERE ARE THE CLOUD SERVERS LOCATED?

**Amazon Web Services (AWS):** Data is stored in the AWS storage center in North Virginia, USA. There is a secondary database slave in the AWS-west (Oregon) region. Its sole purposes are disaster recovery and hot backup.

**Microsoft Azure:** Data and virtual servers are stored in the East US 2 region, located in Virginia, USA. The databases are Azure-managed instances and configured as part of high availability.

### 4 IS DATA ENCRYPTED AT REST? IN TRANSIT?

**Amazon Web Services (AWS):** Client data is stored in Amazon Relational Database Service instances and in the AWS S3 storage service, both with encryption at rest enabled.

**Microsoft Azure:** Client data is stored in Azure PostgreSQL Managed instances and in Storage Blobs. The Azure Database for PostgreSQL service uses storage encryption for data at rest.

In both AWS and Microsoft Azure, data is encrypted in transit between the web browser and our servers using a standard SSL/TLS connection.

## **5 DOES POWTOON HAVE ACCESS TO THE CONTENT CREATED BY BUSINESS CLIENTS?**

Powtoon enforces a strict policy whereby Powtoon employees are restricted in accessing any client's content on the Business Cloud. In addition, access to Business backend systems is highly restricted by necessity only. All security measures are reviewed annually by a security team.

A client's content is accessed only when a problem needs to be fixed and this only after the client gives the Support Team explicit permission to do so.

Only if there is a support related issue AND client has granted permission to support team, can client content be accessed.

## **6 WHAT HAPPENS WHEN AN EMPLOYEE LEAVES THE COMPANY?**

Content Controls are in place when an employee leaves the company. In the Powtoon Business Cloud, after employees leave, you can remove them from your Powtoon Organization, automatically preventing their access to company intellectual property. These controls do not exist in the Powtoon Public Cloud.

## **7 WHO CAN COLLABORATE ON CONTENT WITHIN A TEAM?**

Within teams, members can share media assets such as a client logo, scenes, characters, and Powtoons.

## **8 WHO CAN ASSIGN/REASSIGN SEATS WITHIN A TEAM?**

This is done by Team Admins. When users finish their work and move to a new client/project, the Admin can remove them from the team, while ensuring that all the Powtoons they created for that team are transferred to another team member. If users leave the company or no longer need a Powtoon license, their license can be released back to the company's license pool or assigned to another user. This occurs after their Powtoons are transferred to new owners and their account is deleted.

## **9 WHO CAN SEE CONTENT ACROSS TEAMS?**

All company employees have access to a content folder, where assets such as the company logo and pre-made scenes (with your brand colors and assets) are shared. In order to share Powtoons or see content across teams, users need to be members of those teams (by invitation from an Admin).

## **10 WHAT ARE THE EXPORT OPTIONS?**

Export options are configurable and include the following formats: MP4, PDF, PPT, and a secure player page.