



CourtAlert Achieves SOC 2 Type 2 Certification

Dear CourtAlert Client,

We are thrilled to share some exciting news that reinforces our dedication to safeguarding your data and ensuring the highest standards of security and privacy. CourtAlert has successfully completed its first annual SOC 2 Type 2 certification with flying colors, passing with no exceptions. This follows our Type 1 Certification in December 2022.

The SOC 2 Type 2 certification is an industry-recognized standard that validates both the design and operational effectiveness of our controls. This certification affirms that CourtAlert's controls are not only well-designed but also operationally effective, ensuring ongoing protection of customer data and maintaining the highest standards of security.

Our journey to achieve this certification has been driven by our clients like yourself. Your trust and support have been instrumental in pushing for excellence and we extend our appreciation for choosing CourtAlert as your trusted partner for Docketing and ECF Inform solutions.

This certification demonstrates that CourtAlert is continually improving its internal processes and security infrastructure to protect your valuable data, regardless of the deployment model you choose. Whether you are using our cloud-based solution or the on-premise version, the SOC 2 Type 2 certification underscores our dedication to data security across all aspects of our operations.

Key Areas Covered by our SOC 2 Type 2 Certification:

1. **Security:** CourtAlert has implemented robust security measures to protect our systems, networks and your data from unauthorized access. Our security practices include access controls, network monitoring, incident response procedures, data encryption and vulnerability management.
2. **Availability:** We have established measures to ensure the availability of our systems and services. These include backup processes, disaster recovery plans, redundancy measures and continuous monitoring to minimize service disruptions and respond promptly to incidents.
3. **Processing Integrity:** CourtAlert has implemented controls to ensure the accuracy, completeness and timeliness of data processing. This involves data validation processes, transaction logging, change management and quality assurance procedures to maintain reliable and error-free data processing.
4. **Confidentiality:** We have robust measures in place to protect the confidentiality of your information. Our practices encompass data classification, access controls, data encryption, information sharing agreements and ongoing employee training on handling confidential data.
5. **Privacy:** CourtAlert complies with privacy regulations and has implemented measures to safeguard personally identifiable information (PII). Our privacy initiatives include privacy policies, consent management, data retention, secure disposal practices, user access controls and effective incident response procedures in case of privacy incidents or breaches.

Client Benefit - Cloud-Based and On-Premise Solutions:

Whether you are utilizing our cloud-based or on-premise version of CourtAlert Case Management, the SOC 2 Type 2 certification provides significant benefits to all our clients. For those leveraging our cloud-based solution, this certification reaffirms our dedication to implementing and maintaining robust

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security controls within our cloud infrastructure. It ensures that your data is protected with the highest level of security measures, providing peace of mind as you access and manage your cases through the cloud. We take pride in serving various government clients and large law firms are running on the cloud or have successfully migrated to our cloud-based solution. They have experienced the advantages of our security standing and now our SOC 2 Type 2 certified cloud infrastructure.

For clients still using our on-premise solution, the SOC 2 Type 2 certification reinforces our commitment to data security and privacy across all aspects of our operations. While our on-premise solution continues to serve many clients well, we want to take this opportunity to highlight the benefits of migrating to our cloud-based product. Migrating to our cloud-based solution offers a seamless transition and we assure you that it can be done quickly and efficiently. The cloud-based product offers a significant reduction in maintenance efforts, as we handle all the necessary infrastructure updates and security measures on our end. This means you can focus more on your core business activities and less on managing the software.

By making the move to the cloud, you can leverage the robust security measures of our SOC 2 Type 2 certified cloud infrastructure, ensuring the utmost protection, isolation and security for your data.

We understand that each client has unique requirements and this certification underscores our adaptability in providing secure and reliable solutions, regardless of your preferred deployment model. As you continue to entrust CourtAlert with your docketing and calendaring, you can be assured that your data's security and privacy will always be our priority.

Thank you again for your confidence in CourtAlert. We are committed to remain the best!

Eytan Schiller
Eytan Schiller (Jul 28, 2023 12:22 EDT)

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Chief Technology Officer
CourtAlert

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2023 - SOC2 Memo

Final Audit Report

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