

NFIELD ONLINE AND CAPI Security factsheet

16 July 2024



Your projects – safe and secure with Nfield

Security of your data is an absolute priority to us. It's a guiding beacon that we follow strictly when shaping the power and features of Nfield, and we make a great effort to assure that both our team and our software solutions comply with the strongest security measures. Learn more about the things we do to keep your data safe.

Cornerstones of your data security

Microsoft security - Nfield runs on Microsoft Azure, the highly secured cloud known for its flawless, trusted performance, extensive data storage, and reliability. Microsoft's engineers work 24/7 to protect the cloud, scale its powers, and administer other services which run on the Azure such as Xbox, Office365 or Hotmail.

<https://azure.microsoft.com>

NIPO security – we maintain a strong security policy to ensure that your data and our products are safeguarded round the clock. Independent security experts scrutinize our security procedures every year to evaluate our tools, processes and people. The ISO 27001:2013 certification measures are followed strictly by every wire connection and person in the company. As a matter of course, only a small team of the NIPO specialists has access to the Nfield infrastructure.

4 measures to reinforce the security in everything we do together

- 1. Separated domains** – your projects are allocated on your own separate domain, inaccessible to anyone else - even our employees - unless explicitly requested by you in the context of customer support.
- 2. Access and logging** – a user role configuration defines the scale of activities the user is allowed to perform in Nfield. What's more, your domain administrator sets password requirements in the software interface so that you can apply your own strict password policy. All actions taken by users are tracked and your domain administrators can revise them individually. The system automatically signs out the user when inactive for more than 15 minutes.



63 % of confirmed data breaches involved leveraging weak, default or stolen passwords, according to **the Verizon's Data Breach Investigations Report**. Please ensure that you have a stringent **password policy** in place.

- 3. Data backup** – the collected data is stored in secure Microsoft SQL database servers and replicated to other data centers so that it can be restored in the event of an emergency. Microsoft security policies regulate strict access to the data centers.
- 4. Data encryption** – all your data is secured by SSL and encrypted for protection against data sniffing.



NOTE!

Packet sniffing allows individuals to capture data as it is **transmitted over a network** and is used by network professionals to diagnose network issues, and by malicious users to capture unencrypted data, like passwords and usernames. If this information is captured in transit, a user can gain access to a system or network.

3 measures especially for Nfield CAPI

1. Your control over CAPI devices – a survey questionnaire with other project information is displayed to the interviewer only when two conditions are met:

- You have assigned the interviewer to the project
- The interviewer synchronized his device with the latest information from Nfield CAPI.

What happens next?

- When the interviewer completes the survey questionnaire with a respondent, the data from that survey is stored in a local, encrypted database.
- As soon as the interviewer connects to internet network and synchronizes his device with the Nfield system, the survey data is automatically removed from the device.
- Finally, the project with all its information is deleted from the interviewer's device after you unassigned him from the project or closed the project in the Nfield interface, and the interviewer synchronized his device with the system.

2. Secure sharing of CAPI device – your interviewers can use the same mobile device to conduct surveys. Assigned surveys and collected data is stored per interviewer

(upon the personal username and password). Interviewers cannot review, start or modify any other surveys conducted on the same device.

3. Encoded questionnaires – NIPO questionnaires are compiled at the start of an interview from an encoded proprietary format. The original script is never displayed in an interviewer device so the interviewer cannot make changes to the survey.



EXTRA!

According to [the Verizon](#), **26 % of miscellaneous errors** involved sending information to the wrong person. Please see our [page on CAPI](#) for some useful tips to combat this.

We ♥ secure solutions

Fully compliant practices and ISO 27001:2013 certification means you can rest assured when it comes to data security. And with cloud-based operation delivering unbeatable cost-efficiency together with all the capacity you need, whenever you need it, Nfield Online is the ultimate solution for improving both your quality of work and your profit margins.

Read our article [Your data is secure with Nfield: here's how](#), for a detailed overview of the security measures there in place for Nfield.

See our latest ISO certificate on the right:

Certificate GB16/872164

The management system of

NIPO Software B.V.



Amsteldijk 166 1079 LH Amsterdam The Netherlands

has been assessed and certified as meeting the requirements of

ISO/IEC 27001:2013

For the following activities

The protection of information relating to the NIPO's development and delivery of Nfield SaaS survey platform which supports the professional market research industry. Core processes include: Design, Software Development, Product Management, Testing, Deployment, Platform Hosting and Support of the Nfield platform.

Assessed in accordance with the Statement of Applicability version 7.0 dated 12th October 2023.

This certificate is valid from 04 July 2024 until 31 October 2025 and remains valid subject to satisfactory surveillance audits.

Issue 7. Certified since 30 September 2016

Certified activities performed by additional sites are listed on subsequent pages.

Last certificate expiry date 04 June 2024

Recertification audit date 08 May 2024

Authorised by

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