

1. **MoreSteam.com, LLC of Powell, OH owns and operates the Web-based EngineRoom® data analysis application.**
2. **EngineRoom is a Web-based data analysis application for Lean Six Sigma deployments and practitioners.** EngineRoom requires use of a Web browser; no other desktop software is required. Both Internet Explorer and Mozilla Firefox are suitable browsers for use with EngineRoom.
3. **MoreSteam's EngineRoom servers are hosted by a 3rd party SSAE 16 Compliant Internet Service Provider (ISP) in the Telecom Corridor area of TX.** Our ISP is audited annually to insure compliance with all SSAE16 requirements. In the event of a disaster that disables our primary server location, service will be redirected to our disaster recovery servers located at in a different region. Total downtime during such a switchover would typically be less than two hours.
4. **MoreSteam utilizes two distinct anti-virus applications on all development, database and application servers.** Virus definition updates are checked for on a daily basis and updated as they become available. Email messages are automatically sent to MoreSteam Systems Admin upon detection of a virus by either of the applications, and virus scan logs are manually scanned at least weekly for verification.
5. **EngineRoom manages information and data relating to process improvement and lean enterprise projects.** Limited personal information is requirement for use of EngineRoom. The only user information required to access EngineRoom servers is first name, last name and email address.
6. **All production servers are located in our secure data center in the Dallas, Texas area.**
  - The EngineRoom application resides on MoreSteam's Production Applications server.
  - The EngineRoom administration application resides on MoreSteam's administration applications server.
  - The EngineRoom database server resides on MoreSteam's database server.
7. **EngineRoom users are automatically enrolled when they purchase a license, when they register for a trial version or by MoreSteam customer support personnel.** Upon enrollment, an automated email is sent to each new user. The enrollment email contains a link to the EngineRoom login page, and the username and password, and instructions for logging in to EngineRoom. If the user experiences problems or has a question, MoreSteam provides asynchronous support easily accessed within the EngineRoom environment.

## 8. Data Security: All information passed between the user's system and EngineRoom is encrypted and secure.

- EngineRoom users communicate with MoreSteam servers via a web browser using HTTPS/SSL (secure socket layer) protocol to create projects and enter all project information.
- All project information stored in the EngineRoom database is segregated by EngineRoom company ID and project ID, and all EngineRoom company ID's and project ID's are unique within the entire database. In order to access any project data, the application must provide both the company ID and the project ID. This eliminates the possibility of unauthorized users viewing projects belonging to other companies.
- EngineRoom users can upload files for sharing with others to the EngineRoom system, and shared files that are uploaded are stored on secure MoreSteam servers.

## Additional Information

For any other questions you may need answered concerning EngineRoom and security issues, please contact MoreSteam.com directly: <https://www.moresteam.com/contact.cfm>.

### ABOUT MORESTEAM.COM LLC

MoreSteam enables organizations of all sizes to advance their performance by delivering powerful, scalable online training and technology for enterprise process improvement.

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