

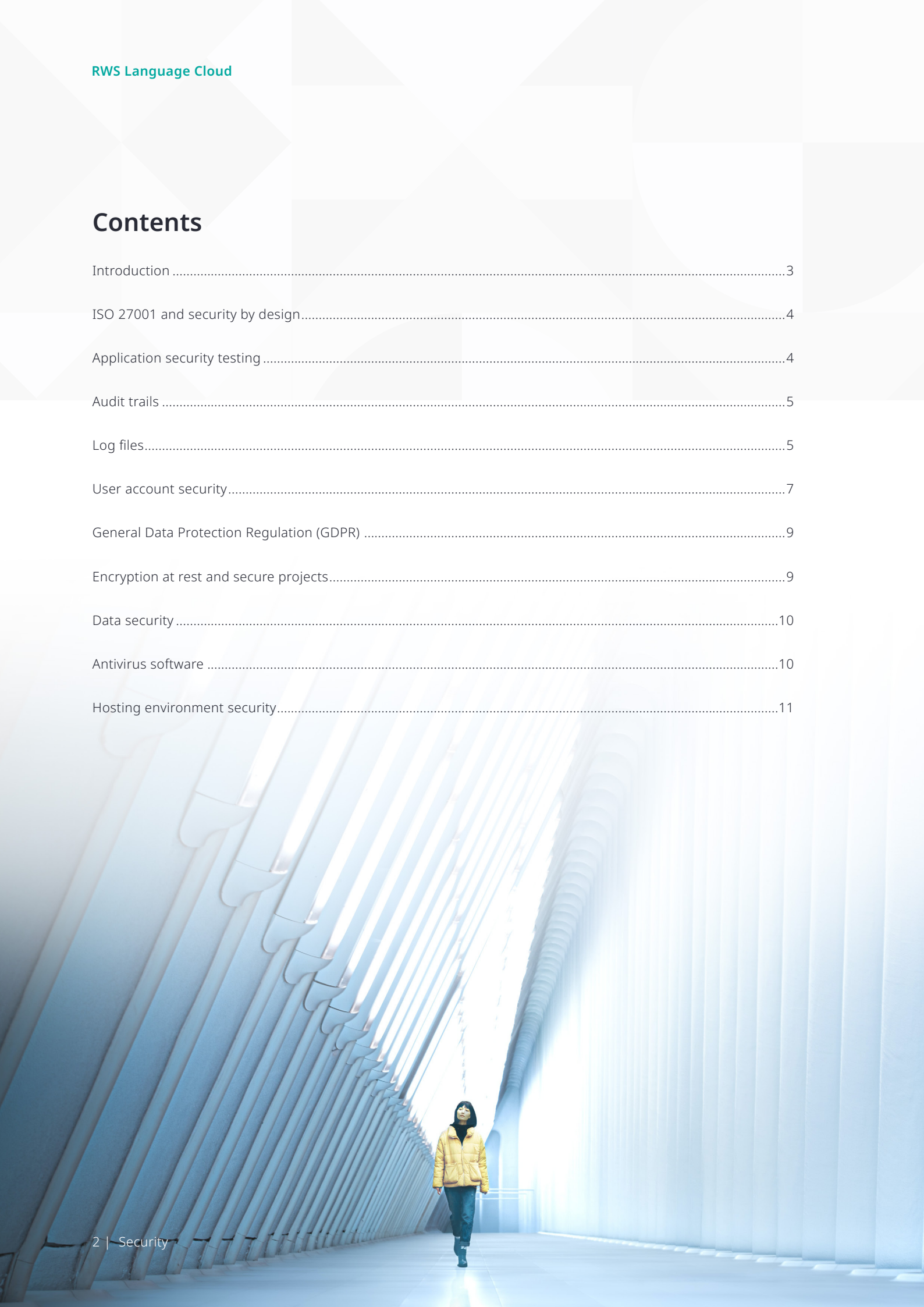


# RWS Language Cloud

Security

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## Introduction

At RWS, the security of our clients' information is paramount to our business. We pledge to protect your business and data with state-of-the-art technology supported by our people, policies and procedures.

This paper details how we develop and host RWS® Language Cloud to ensure a secure environment in which you can process and manage content. By extension, these measures also apply to products that are powered by RWS Language Cloud, such as Trados® Enterprise, Trados® Team, and the cloud capabilities offered through Trados Studio®.

## ISO 27001 and security by design

RWS Language Cloud's development organization is ISO 27001 certified, meaning the facilities, teams, policies and procedures used are regularly audited by independent, external assessors.

When creating new features and functionality in the product, we take a security-first approach. Extensive tests are carried out as part of the development process to ensure that RWS Language Cloud continues to be a secure environment for the data that is processed, whether that data is content submitted for translation or it relates to the users of the application.



## Application security testing

We regularly run rigorous vulnerability scans and penetration tests on the application, which always include testing against the OWASP Top Ten Web Application Security Risks. Once a year, we engage a third party to run external vulnerability and penetration tests. High- and critical-level vulnerabilities are fixed as soon as possible, and medium- and low-level vulnerabilities are fixed based on risk or within a reasonable time frame.

In addition to penetration and vulnerability testing, all application source code is subjected to static code analysis by SonarQube and Veracode. There are gates in place that automatically fail the build if the quality threshold is not met, and provide a sequence of auditable tests and retests if vulnerabilities are discovered.



## Audit trails

RWS Language Cloud maintains a full audit trail of every file that is processed in the application. In the unlikely event of a security incident, an administrator can query the history of a file as it progressed through the workflow and determine which workflow tasks were executed on the file and which users accessed it.

TASK DESCRIPTION	TASK NAME	DATE	FILE PATH	ASSIGNED	OWNER	LANGUAGES	STATUS	CREATED	COMPLETED
New York Hilton Midtown.docx	Target File Generation					US, FR, DE	COMPLETED	20 Sep 2021 19:11	21 Sep 2021 19:11
New York Hilton Midtown.docx	Linguistic TGA	28 Sep 2022 00:00				US, FR, DE	COMPLETED	21 Sep 2021 19:09	21 Sep 2021 19:10
New York Hilton Midtown.docx	Translation	28 Mar 2022 18:33				US, FR, DE	COMPLETED	21 Sep 2021 19:08	
New York Hilton Midtown.docx	Translation	28 Mar 2022 18:33				US, FR, DE	COMPLETED	21 Sep 2021 19:08	21 Sep 2021 19:09
New York Hilton Midtown	Customer Quote Generation					US, FR, DE	COMPLETED	21 Sep 2021 19:08	21 Sep 2021 19:08
New York Hilton Midtown	Analysis					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown	Analysis					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown	Project Content Analysis					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	Machine Translation					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	Machine Translation					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	Translation Memory Matching					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	Translation Memory Matching					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	Copy Source to Target					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	Document Content Analysis					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	File Format Conversion					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07
New York Hilton Midtown.docx	File Type Detection					US, FR, DE	COMPLETED	21 Sep 2021 19:07	21 Sep 2021 19:07

## Log files

### UI log files

Log files for users accessing the RWS Language Cloud application user interface (UI) are created and stored in standard NCSA Combined log format. Below is an example of a log entry:

```
10.228.144.254 - - [31/Jan/2022:03:08:14 +0000] "GET /lc/t/483384/dashboard HTTP/1.1" 200 14196 "-" "Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/87.0.4280.66 Safari/537.36" 761 14548 581839
```

These log files contain:

- **[host]** – The IP address or host/subdomain name of the client making the request
- **[rfc931]** – The identifier of the client making the request
- **[username]** – The username used by the client for authentication
- **[date:time timezone]** – The date and timestamp of the request
- **[request]** – The requested resource, the method, and the protocol version
- **[statuscode]** – The outcome of the request
- **[bytes]** – The number of bytes of data transferred
- **[referrer]** – The URL that linked the user to the site
- **[user\_agent]** – The web browser and platform used by the visitor
- **[cookies]** – One or more cookies passed by the browser

## Microservice log files

Each service also creates a log file. API requests are logged both at the platform inbound endpoint (API gateway) and within each internal component (service). Debugging information is also logged to aid in tracing specific behaviour. Examples include:

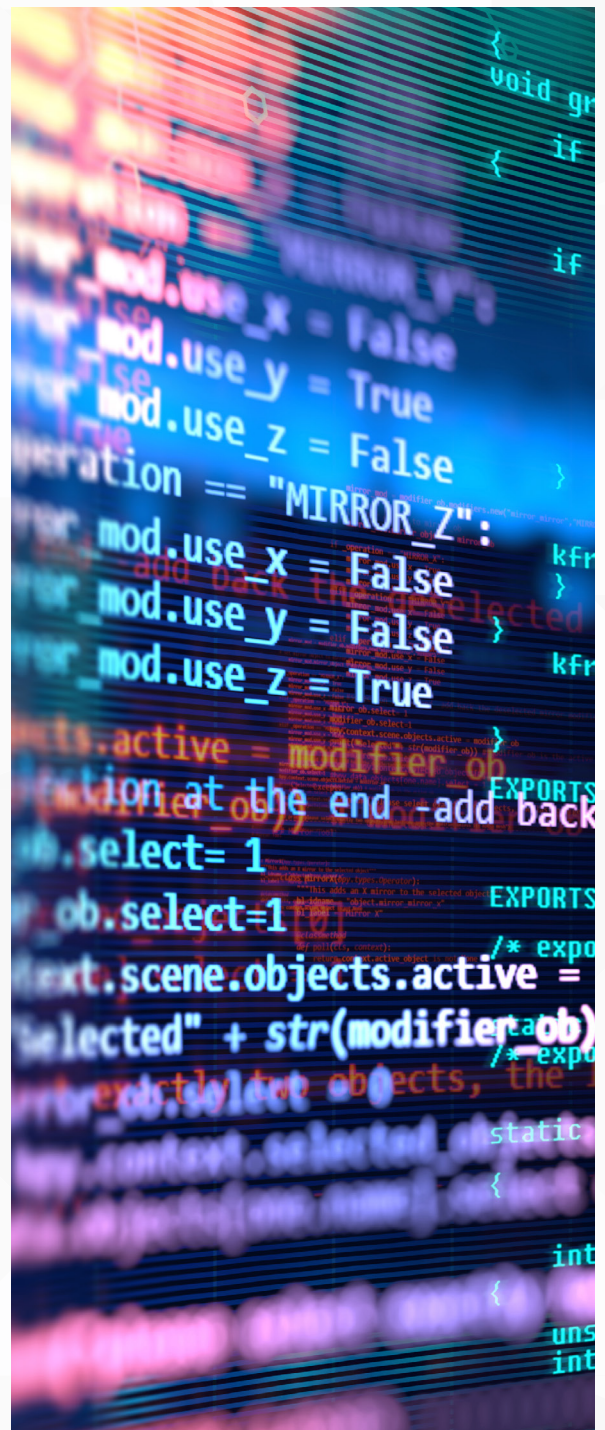
```
2022-02-01 07:45:31,880 INFO [http-nio-8765-exec-5179] [e76eafec-506f-4645-b6b2-d163ba173379] [lc.api.gateway] [guest] c.s.l.l.a.g.w.RequestLoggingConfiguration$1 [RequestLoggingConfiguration.java:35] Incoming request [GET /gw-account-web/accounts/5ee8b4e27b56b01e50b71a82/settings?tenant=461371, client=10.228.60.25, headers=[host:"de1-lc-apigw.sdlproducts.com", accept:"*/*", authorization:"masked", x-lc-caller-app:"LCUI/2.2.9", x-lc-appsid:"masked"]]
```

```
2022-02-01 07:45:32,004 INFO [http-nio-8080-exec-74] [e76eafec-506f-4645-b6b2-d163ba173379] [lc.account.service] [5ee8b4e27b56b01e50b71a82] c.s.l.g.a.s.a.AccountServiceImpl [AccountServiceImpl.java:1484] getAccountSettings >> 5ee8b4e27b56b01e50b71a82
```

```
2022-02-01 07:45:32,011 DEBUG [http-nio-8080-exec-74] [e76eafec-506f-4645-b6b2-d163ba173379] [lc.account.service] [5ee8b4e27b56b01e50b71a82] c.s.l.g.a.s.r.SubscriptionRepositoryImpl [SubscriptionRepositoryImpl.java:191] There is no subscription in cache for accountId=5ee8b4e27b56b01e50b71a82 sandbox=true
```

## Log monitoring and retention

By default, logs are kept for 90 days in a centralized logging server. Basic log monitoring is in place and internal API errors are monitored automatically. An alert is raised to an internal collaboration tool if the number of errors exceeds a set threshold.



## User account security

### RWS ID

RWS ID is our single-sign-on (SSO) solution and is based on a third-party identity platform provided by Auth0. Information on Auth0 security can be found at [auth0.com/security](https://auth0.com/security)

### Federation

RWS ID can be federated with your identity provider. This will provide the same levels of security as in your own environment. The federation can be established via a range of access protocols, including LDAP, ADFS, Azure Active Directory, OpenID Connect and SAML.

### Multifactor authentication

An alternative to federation is multifactor authentication (MFA), which can be implemented on a per-domain basis. MFA is an authentication method in which a user is granted access only after successfully presenting two or more pieces of evidence (factors) to an authentication mechanism. These factors fall into three categories:

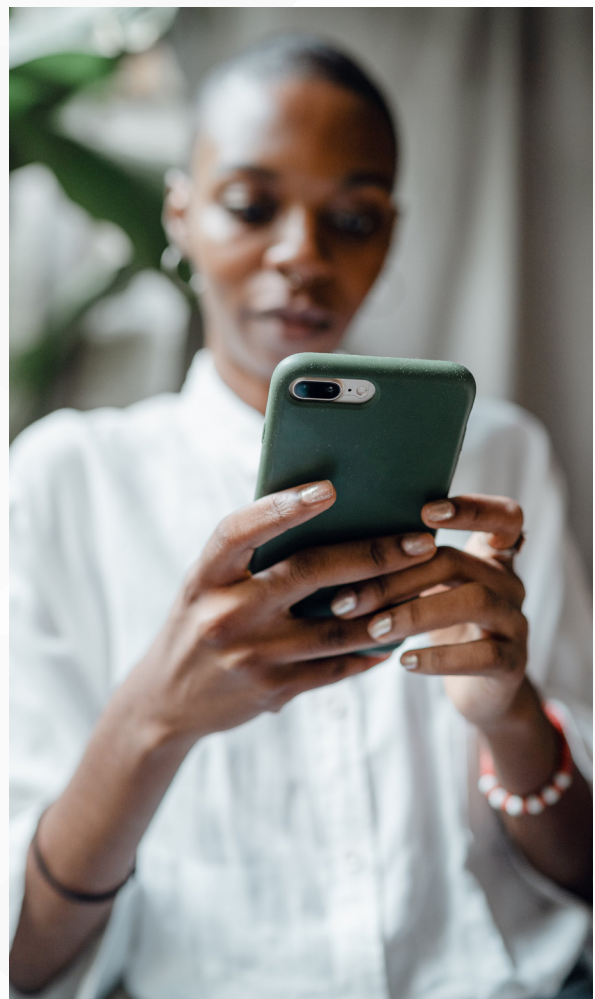
- Knowledge (something the user knows, such as a password)
- Possession (something the user has, such as a mobile device)
- Inheritance (something the user is, such as a fingerprint)

### Session timeout

If a session is left inactive for too long in RWS Language Cloud, it will automatically time out. The user will need to reauthenticate to continue working.

### User permissions

In RWS Language Cloud, each user belongs to one or more user groups. Each group has a limited set of permissions (a 'role'), which determines which actions the members of the group can execute at which level of the organizational structure. Permissions for users who are members of multiple groups are determined by creating a superset of all the permissions of those groups.



All users and groups are managed by account administrators. If you choose to use a managed service, these administrators will be RWS personnel who set up the users and groups but do not subsequently have access to your data. You can also choose to administer your own account without any involvement from us.

The screenshot shows a user profile form for Jane Smith. The form has a teal header with the name 'Jane Smith'. Below the header, there are several input fields: 'First name' with 'Jane', 'Last name' with 'Smith', 'Email' with 'jsmith@translationsrus.com', and 'Location' with '/Root'. To the right of these fields, there are two dropdown menus. The 'Groups' dropdown is expanded, showing 'Project Managers', 'Administrators', 'Engineers', and 'Terminologists'. The 'Domains' dropdown is also expanded, showing 'Manufacturing' and 'IT'.

### Custom roles

In addition to providing default roles, RWS Language Cloud allows you to create custom roles and assign them to groups. Custom roles allow you to establish tailored sets of permissions, giving you the flexibility to decide exactly which actions can be performed by the members of those groups.

The screenshot shows a 'New role' form. The form has a teal header with the title 'New role'. Below the header, there are two input fields: 'Name' with 'My Custom Role' and 'Description' with 'A custom role for users of RWS Language Cloud'. Below these fields, there is a table of permissions. The table has five columns: 'Projects', 'Quotes', 'Tasks', and 'Files'. Each column has a list of permissions with checkboxes. The 'Projects' column has 'List', 'Create', 'Edit', 'Delete', 'Planning', 'Start', 'View Other Users Projects', 'View Details', 'View Project Notes', 'Edit Project Notes', and 'Add Files to Existing Project'. The 'Quotes' column has 'View' and 'Edit'. The 'Tasks' column has 'View', 'Edit', 'Manage', 'Open in Studio', and 'Open in Online Editor'. The 'Files' column has 'View', 'Create', 'Download', and 'Cancel'. At the bottom right of the form, there are 'Create' and 'Cancel' buttons.



## General Data Protection Regulation (GDPR)



### PII used to create an account

User data that could be considered to be personally identifiable information (PII) is stored in RWS Language Cloud but is not made available to any other systems. Once defined in RWS Language Cloud, a user is then identified only by their unique user identification number. In compliance with GDPR rules, the PII associated with a user can be edited, exported and deleted on request.

### PII in content submitted for translation

It is not currently possible to anonymize or pseudonymize data in RWS Language Cloud, so if needed this should be done before submitting the content for translation.

## Encryption at rest and secure projects

All data that is resident in the application is encrypted at rest. If a user downloads a project to translate offline, the data is then resident on their own system, where encryption is no longer guaranteed. To mitigate this risk, RWS Language Cloud allows users to create 'Secure' projects. This prevents offline packages from being downloaded by translators and reviewers. Instead, those users must work in the browser-based Online Editor. With this feature enabled, content never leaves the application server and remains encrypted.



## Data security



### Separation of data

All client data is logically separated – it is not possible for clients to ‘see’ each other’s data. Development and testing environments are separate from the production environment so there is no data held in common.



### Testing data

Unless you give us specific permission, your data will never be used in a testing or development environment.



### Data residency

RWS Language Cloud is currently hosted in Amazon Web Services (AWS) Frankfurt, along with all client data.

## Antivirus software

All files uploaded to RWS Language Cloud are automatically scanned by antivirus software. Any files that are flagged as having malicious content are blocked for download and quarantined. RWS Language Cloud allows you to replace these files with uninfected versions.



## Hosting environment security

RWS Language Cloud is hosted as a software-as-a-service (SaaS) application by RWS Cloud Operations, who are ISO 27001 certified for all our hosted products and have achieved 100% compliance with the controls and objectives of SOC 2 Type 2 attestation. We have further specialized and tailored security for our cloud services by implementing ISO 27017.

Our products are hosted by leading third-party service providers, including AWS, NTT Communications and Alibaba Cloud, all of which maintain multiple security measures, such as ISO 27001 certification and completing regular SOC 1, SOC 2 and SOC 3 audits that are compliant with SSAE 18.

In addition to the security measures implemented by our hosting partners, we also have policies and procedures covering:



Access control



Data security



Physical protection



Availability and proactive monitoring



Logical protection



Risk assessment



Data backup



### Security tools and capabilities

RWS Cloud Operations also have a collection of tools and capabilities to ensure the security of your data. These include:

- Event management and monitoring tools to perform anomaly detection
- Perimeter firewalls and integrated network threat protection (NTP) with antivirus software
- 24/7 operation to support real-time event management activities
- Industry-recommended tools for threat visibility
- A state-of-the-art vulnerability scanning and penetration testing tool
- An IT Infrastructure Library (ITIL)-compliant ticketing tool for incident management

**For more information about our approach to security, visit:**  
[rws.com/legal/security](https://rws.com/legal/security)

**To view our privacy policies, visit:**  
[rws.com/legal/privacy](https://rws.com/legal/privacy)

### About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our unique combination of technology and cultural expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Our clients include 90 of the world's top 100 brands, the top 20 pharmaceutical companies and 19 of the top 20 patent filers. Our client base spans Europe, Asia Pacific, and North and South America. We work in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors, which we serve from 80+ global locations across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](https://www.rws.com)

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