

Data Encryption Policy



Version number	5.0
Last Approved	Feb 13, 2026
Classification	PUBLIC

Overview

The Data Encryption Policy defines requirements for the use of encryption technologies within the Company.

Applicability

The applicability of this statement falls under purview of the [Security Documentation Overview](#).

Scope

The scope of this policy encompasses all client data and Company data. It defines all of the appropriate mechanisms and requirements for encryption.

Data in Transit

This section outlines the acceptable methods and key sizes for secure data transmission. Application or vendor requirements shall not result in the use of key sizes less than the minimum requirements stated in this policy.

Systems are not permitted to operate with expired encryption certificates or keys. Where encryption methods are used, the security requirements of the most sensitive data classification level shall prevail.

Transport Layer Security (TLS)

Servers must be configured to accept TLS v1.2 or higher. Exceptions require management approval and must be tracked.

The Company requires that all RSA and DSA keys for use with TLS be 2048 bits in length.

X.509 Certificate Generation

External Certificates

TLS/SSL utilizes X.509 certificates (colloquially known as SSL certificates) signed by a trusted Certificate Authority (CA).

X.509 Certificate Signing Requests (CSRs) must:

- Use a DSA/RSA encryption key of at least 2048 bits.
- Web certificates have a maximum expiration date of one year, other certificates have a maximum expiration date of 5 years.

Internally & Self-Signed Certificates

In some non-customer facing circumstances, we may use internally or self-signed certificates. Certificates for use on internal websites may be signed by the Company Hosting Production CA.

These certificates must comply with the following requirements:

- Use a DSA/RSA encryption key of at least 2048 bits.
- Web certificates have a maximum expiration date of one year

✘ Internally signed certificates are prohibited for use in customer-facing environments.

Email

The nature of emailing carries with it the disadvantage that the sender loses all control of the sent data. Therefore, there are only limited situations in which emailing sensitive or confidential data is appropriate. If sensitive data must be emailed, steps must be taken to safeguard it.

Transport Layer Security (TLS) and email

Company email servers are configured for “opportunistic” encryption sessions for all email transmissions. This allows email messages to and from Company servers to be encrypted (if the receiving and sending email server is capable of TLS).

Transfer Protocols

Transfer of data must always utilize secure protocols such as the SSH protocol family.

Secure Shell (SSH) Protocol Family

When utilized, SSH protocols must use version 2 or higher. Our policy prefers the use of public/private key pairs over credentials.

Key Management

Key management is the crucial element for ensuring the security of any encryption system. The Company’s Encryption Key Management Policy is defined [here](#).

Data at Rest

All storage used in the hosting of customer systems requires data at rest encryption with AES-256 or better.

Encryption of Back Up Media

Portable drives

Customers who require data transfers via physical media must provide encrypted media of the appropriate type, capacity, and form factor for the application.

Document control

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Required Approver(s) and Approval Date	Art Machado - VP Information Security	Feb 13, 2026
Review cycle	ANNUAL	
Next review date	Feb 13, 2027	

Version History

Date	Author(s)	Version	Changes
Feb 13, 2026	Angelina Kilmer Paul Gordon	5.0	Annual review
Jul 2, 2025	Art Machado Angelina Kilmer Paul Gordon	4.1	Minor change to wording; no material changes
Feb 25, 2025	Art Machado Angelina Kilmer Paul Gordon	4.0	Annual review
Nov 01, 2024	Angelina Kilmer	3.2	Changed Policy classification from Confidential to Public
Mar 13, 2024	Art Machado Sarah Zwicker Paul Gordon	3.1	Annual review
Jul 27, 2023	John Cole	3.0	Annual review
Feb 23, 2023	Sarah Zwicker Art Machado	2.9	Annual review + logo updated
Mar 24, 2022	Sarah Zwicker	2.8	Added Privacy considerations and components
Mar 16, 2022	Sarah Zwicker Art Machado	2.7	Title change for VP InfoSec, Annual Review (no major changes noted)
Mar 10, 2021	Sarah Zwicker	2.6	Ownership change, updated Overview
Feb 9, 2021	Sarah Zwicker	2.5	Reformatting, policies linked

Jan 26, 2021	John Cole	2.4	Annual Review, role title change
Nov 23, 2020	Sarah Zwicker	2.3	Ownership change