



AAA-ICDR® Information Security Program

We Take the Protection of Your Case Data Seriously...

The security and privacy of customer and case information is a top priority for the AAA-ICDR. We have implemented best practice policies, procedures and technologies to help protect our data and information systems. The protections we have implemented apply to all case data and equipment stored and managed on the AAA-ICDR's technology infrastructure. With increased concerns about information security, the AAA-ICDR continues to invest significant resources and staff to maintain the highest caliber of data protection.

AAA-ICDR Business Continuity/Disaster Recovery

At AAA-ICDR, ensuring the continued operation of our business in the event of a significant business disruption or disaster is very important to us as well as to our customers. Accordingly, the AAA-ICDR has in place both a detailed Business Continuity Plan ("BCP") to address business contingencies as well as a Disaster Recovery Plan ("DRP"), referenced in the BCP, to address the recovery of AAA-ICDR's technology infrastructure and key information systems.

Cybersecurity Trained Staff & Panelists

- Regular Required Security Training
- Acceptable Use Policy
- Confidentiality Policy
- Phishing Tests

Secure Document Storage

- SOC II Certified Data Centers
- Audits, Risk Assessments, Penetration Tests
- Advanced Next-Generation Firewalls
- Rigorous and Timely Security Patch Management

Privacy by Design

- Conducting privacy assessments to ensure appropriate privacy protections are in place
- Evaluating privacy incidents in accordance with data privacy laws Implementing enterprise wide privacy compliance programs

Ensured Business Continuity

- Redundant Data Centers
- Real-Time Off-Site Backups
- 25+ Locations with Case Management Staff
- 180+ Personnel Can Work Remotely

Safe Payment Processing

- TLS Encryption (AES 256-bit)
- Payment Card Industry (PCI) Data Security Standard (DSS) Compliant Payment Processing Method
- Credit Card Information is never stored on AAA-ICDR systems



For more information on the AAA-ICDR Information Security Program and Business Continuity/Disaster Recovery, please visit www.adr.org/arbitration.