

In brief:

- Software built on newest technology
- Simple one-click installation from web page with no administrative rights needed on the PC
- Personal login providing access from any PC
- Secure, ISO 27001 certified data center available 24/7/365
- All communications use secure communication and encryption
- Automatic updates free of charge
- Free support by phone and email

Software

The Metis end-user application for administrating questionnaires, tests, and reports is a Windows application based on current Microsoft technologies like .NET, Windows Presentation Framework (WPF), Windows Communication Foundation (WCF). It contains 3rd party components from trusted, market-leading providers in areas like reporting and User Interface components.

Installation and Updates

The Metis application is installed using the Microsoft Click-Once installation technology, meaning that the application installs and starts automatically when the user clicks a link on the master Metis install webpage. Installing the application does not require administrative rights, as this technology will store the application components in the user's own data space. After having started the application this way once, it can be started from the Windows Start | Programs menu like any other application, or it can be started by clicking the web install link again. Updates are automatic, and do not require user interaction or administrative rights. When starting the application, it will download and start an updated version if available. Updates are announced by e-mail to all Metis users. Non-Metis users like IT personnel can subscribe to also receive update notifications. Even though Metis installation does not need administrative rights, Windows prerequisites which Metis depends on, may occasionally require elevated rights to install.

Threat Protection

Master uses market-leading security providers for ensuring the highest possible protection against virus and other kinds of malicious or software. Master uses an ISO 27001 certified datacenter with active protection and

monitoring, and a dedicated threat management task force to ensure highest level of security. Any update or addition to the Metis software is checked before released.

Communication

The communication between the browser and the online Questionnaire system is over SSL (HTTPS) and uses 2048-bit encryption. Personal report download for the test taker takes place immediately after completing the questionnaire, and is using the same safe SSL (HTTPS) line as the questionnaire answering, with 2048-bit encryption. Using the test taker report download functionality is optional, decided by the Metis user. The communication between the Metis Windows application and the servers is over SSL (HTTPS) and uses 2048-bit encryption.

Access Control

Every Metis user has a personal login to the system. The login is built from a Client ID, specific to the company, and a personal user name and password assigned to the individual user. The user can change the personal password at any time. By default, users in the same company will have access to the same data, as most Metis users find open collaboration the most effective way of using the system. Metis has functionality for effectively restricting access to certain functions or specific data, so that access depends on the user role given to each user.

Authentication

Authentication is based on a Client ID identifying the company, and a personal user name and password identifying the individual user in that company. During login in the Metis Windows application, authentication and communication is over SSL (HTTPS) and uses 2048-bit encryption.

Data Storage

The Metis Windows application communicates with a web service to store or retrieve data in the Metis system. All communication with web services is over SSL (HTTPS) and uses 2048-bit encryption. The application and data services used by the Metis platform are physically located in Ireland in the EU. The servers are located in a 24/7/365 protected datacenter certified to comply to the ISO 27001 standard and SSAE 16/ISAE 3402.

Local data

The Metis Windows application stores a limited amount of data locally for optimizing the application workflow and speed. The data is stored in AES128 encrypted format on the local PC in the user's personal data space, to prevent unintentional access. Local data is temporary and partial.

Data retention

Data retention policies, deletion of person data when required etc. and all data administration is the sole responsibility of the Metis user. Master do not take responsibility for deleting or recovering any information on behalf of the user. On license termination, all data for persons related to the terminated license will be deleted.

Security and Certificates

Master works with market-leading datacenter provider Microsoft Azure to ensure secure, reliable and certified handling of applications and data. The servers hosting the Metis data are protected against unauthorized access, physically as well as technologically. Compliance to relevant standards is monitored and audited by third party instances. The datacenter facility used for the Metis platform is certified to meet the requirements of the ISO 27001 standard. The ISO 27001

standard describes demands for compliance in several areas related to physical protection of data, access control, authentication and rights management. Patch management, threat management, encryption and other security measures are also covered in ISO 27001. Other certifications include SOC 1 type 2 and SOC 2 type 2 SSAE 16/ISAE 3402 and CSAs CSM audits. Further documentation on compliance can be obtained on demand.

Statistics

Anonymized data is used for statistical purposes, for example norm calculations. Such data will not contain any information linking the data to an individual. Usage statistics for the metis system is calculated for use in capacity planning and license calculations.

Service and Updates

Master continuously enhance and improve the Metis software, and new versions are released approximately 4 times a year. Updated versions are downloaded and installed automatically by the Metis Windows application. Installing the updates does not require administrative rights, and can in general be performed with no further user interaction. Updates are free of charge. Updates are announced through the Metis newsletter, sent by email to all Metis users. Master offers a subscription service to have IT personnel or other non-users notified of service windows and updates in advance.

Support

Master offers support free of charge on all questions and issues related to the Metis Windows application or the Metis online questionnaire platform, within support availability hours: Monday to Friday from 8:30 am to 16:00 am CET. Support is available through phone +45 70 27 60 70 or email support@master-hr.com. Support outside support availability hours, or questions or issues not directly related to the Metis platform, are in general not covered by the free support.

Availability

The Metis platform is in general available 24/7/365, and has measured availability time of more than 99.9% calculated as a yearly average. Master demands 99.9% availability from hosting and network providers we collaborate with. In terms of availability, it is the responsibility of the user to make sure that hardware, operating system and software environment meets the requirements to run the Metis software, and that network access and infrastructure is provided to allow Metis to communicate with the online servers. Some Metis updates may require a service window, during which the system will be unavailable. A Service window is normally restricted to one hour, and is placed outside normal business hours (CET). Service windows are scheduled and announced in advance by e-mail and does not subtract from the availability measurement. In case of severe emergency, threatening security or availability for multiple customers, service may be necessary without notice.